



414 Nicollet Mall  
Minneapolis, Minnesota 55401

May 1, 2020

**PUBLIC DOCUMENT  
NOT PUBLIC DATA EXCISED  
—VIA ELECTRONIC FILING—**

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

RE: ANNUAL REPORT  
NATURAL GAS SERVICE QUALITY  
DOCKET NO. G002/M-20-\_\_\_\_

Dear Mr. Seuffert:

Enclosed for filing is the 2019 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, November 30, 2010 in Docket No. G002/CI-08-871, March 6, 2012 in Docket No. G002/M-11-360, April 7, 2014 in Docket Nos. G002/M-12-440 and G002/M-13-371, April 12, 2019 in Docket No. G002/M-18-316, and November 14, 2019 and January 7, 2020 in Docket No. G002/M-19-305.

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

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

Please contact Pamela Gibbs at [pamela.k.gibbs@xcelenergy.com](mailto:pamela.k.gibbs@xcelenergy.com) or (612)-330-2889, or me at [gail.baranko@xcelenergy.com](mailto:gail.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

|                    |              |
|--------------------|--------------|
| Katie J. Sieben    | Chair        |
| Valerie Means      | Commissioner |
| Matthew Schuerger  | Commissioner |
| Joseph K. Sullivan | Commissioner |
| John Tuma          | Commissioner |

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY, ANNUAL REPORT ON  
NATURAL GAS SERVICE QUALITY FOR 2019

DOCKET NO. G002/M-20-\_\_\_\_\_

**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 2019. We submit this Report pursuant to the Commission's Orders dated November 30, 2010 in Docket No. G002/CI-08-871; August 26, 2010 in Docket No. G999/CI-09-409; March 6, 2012 in Docket No. G002/M-11-360; April 7, 2014 in Docket Nos. G002/M-12-440, G002/M-13-371; April 12, 2019 in Docket No. G002/M-18-316; and November 14, 2019 and January 7, 2020 in Docket No. G002/M-19-305 and we request the Commission accept our 2019 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 30, 2020; 2019 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  
Attachment P – U.S. DOT Gas Distribution System Annual Report

\*These attachments were also included in our April 1, 2020 Electric Service Quality Rules Report filed in Docket No. E002/M-20-406.

## **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 90.8 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.

In 2019, our Call Centers were staffed 24 hours a day, 7 days a week, and our IVR was used in the same manner across this time period; therefore, these were our “business hours.” Our performance includes call and service level information on a 24-hours-a-day, 7 days-a-week-basis. Line 31 on Attachment A provides our average speed of answer (ASA), and the rows below break out the ASA by call center. For 2019, our average speed of answer was 27 seconds

While our call centers are staffed 24/7, our hours of operation for non-emergency calls changed to Monday through Friday from 7:00 a.m. to 7:00 p.m.; and Saturdays from 9:00 a.m. to 5:00 p.m. effective January 1, 2018. Call Center Representatives continue to be available to interact with customers calling regarding electric and natural gas outages and emergency calls 24/7. We have not encountered any technical or other issues.

The number of customer calls selecting an option to speak to an agent after-hours continued to decrease from 2018 to 2019. Our digital strategy has been successful with more customers leveraging our non-phone self-service offers to transact business. Overall, incoming call volume was down 113,000 calls year over year, equating to a three percent decrease. The agent call volume was down 23,000 calls (two percent), while the calls handled by the automated system decreased by 86,000 calls (four percent). We saw an increase of 16.5 percent in customer Ebill enrollments and 9.1 percent in My Account enrollments from 2018 to 2019.

Overall, usage of our automated phone system was fairly flat, coming in 0.6 percentage points lower in 2019 vs. 2018. For those customers that are selecting to speak to an

agent, the telephone response time was nearly identical year over year. Overall agent calls answered within 20 seconds was within 0.3 percentage points 2018 to 2019 (Attachment A, line 30).

## **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.

In this report we identified 99 unique commercial meters as having no reads for more than 12 months. Of the 99 meters, 89 were electric and 10 were gas. Commercial meters are read using our Cellnet Automated Meter Reading (AMR) service, which means that customers’ usage data is transmitted to the Company through the Cellnet system – so no Company or other meter reading personnel generally need to read or visit those meters in order to bill the customers. However, when the Company does not receive a reading from one of these meters, we dispatch field personnel to visit the customer’s premise to gather the necessary information for billing – and determine why a read was not received. The majority of commercial meters that have “No Read Returned” are situations where the customer is offsite or denies access, the meter has low usage and is a low priority for the customer. Most often, the customer needs to

perform an action such as faulty wires on the customer’s side; breakers turned off by the customer; the premise is vacant or provide access. In these instances, we will reach out and work with the customer by sending correspondence and letting them know that action needs to be taken on their part

We provide the following 2019 meter reading staffing level information, as required by Part D above. The “Other” category numbers include Xcel Energy personnel located in our Sioux Falls Service Center who read meters in western Minnesota and South Dakota.

|            | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Metro East | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      |
| Metro West | 2      | 2      | 2      | 2      | 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      |

Meter reading staffing levels during 2019 remained the same compared to 2018.

### 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-18-2) 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 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.

We note we are in the second year of reporting service extension response times with data from our new SAP work management system. We continue to adapt to the new processes to maximize workflow management. As we worked with the system this past year, we discovered areas in our end-to-end management of service extensions that require further refinements such as the handoffs and tracking between the groups that support this work. We are currently working through a phased approach training initiative across our Distribution organization to implement consistent processes for better accuracy of data collection for residential and commercial services, which will improve process performance and document accurate completion and closure of work orders

#### **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 2019, we requested a total of 486 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 April 30, 2020 in Docket No. E,G999/PR-20-13.

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

### *1. Telephone Response*

We provide as **Attachment G** to this Annual Report, our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a natural gas emergency.<sup>1</sup> For 2019, we answered 93 percent of gas emergency calls in 20 seconds.

We have observed fairly consistent call volumes related to natural gas emergencies compared to historical patterns; however, the average speed of answer improved year-over-year from 5 seconds in 2018 to 4 seconds in 2019.

---

<sup>1</sup> Phone numbers included in the "all gas calls" here are our general 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).



## 2. *Field Response*

We provide our Natural Gas Emergency Response Time - MnOPS as **Attachment H** to this Annual Report. We responded to 92.91 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, 2019 MnOPS Emergency Response Reporting Forms.

## 3. *Additional Emergency Response Information*

We additionally provide our 2019 Natural Gas Emergency Response Time results under our QSP tariff as **Attachment I** to this Annual Report. Our average annual emergency response time for 2019 is 40.11 minutes. A summary of these performance results is also submitted to the Commission as part of our Annual Report – Tariff Service Quality Plan filed on May 1, 2020 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 2019 natural gas mislocate information as **Attachment J** to this Annual Report. We define “mislocate” as a natural gas line that is damaged as a result of mismarking or failure to mark a line, and is calculated as follows:

|                  |   |         |
|------------------|---|---------|
| Mislocate Rate = | $\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}}$ | x 1,000 |
|------------------|---|---------|

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

## I. System Damage

Our 2019 System Damage report is provided as **Attachment K**. 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 2019 as **Attachment L**. 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.

The number of outages can vary depending on the season. In 2019, we experienced extreme cold in January and a snowy February, both of which caused an increase in outages. There can also be an increase in outages during the warmer months when there tends to be more construction with outages caused by dig-ins.

### 2. *Major Incident Summaries*

We provide as **Attachment M** to this Annual Report, a Summary of the natural gas incidents<sup>2</sup> during 2019.

---

<sup>2</sup> Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

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. This year there were three instances where a natural gas major reportable incident was not contemporaneously reported to the CAO and Department of Commerce.

Attachment M contains “private data on individuals,” such as customer names, addresses, 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.

#### **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 2019. For 2019, these expenses totaled \$5,506,074 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 Electric Service Quality Rules Report submitted on April 1, 2020 in Docket No. E002/M-20-406

#### **M. Additional Reporting Requirements**

##### *1. Integrity Management Plan Information*

Order Point 1a in the Commission’s November 14, 2019 in Docket No. G002/M-19-305 requires the Company to provide:

- a. *The utility’s filing under 49 CFR 192.1007 (e); and the baseline information provided in May 1, 2019, an update of: integrity management plan performance measures; monitoring results and evaluation effectiveness*

Order Point 2 of the Commission’s January 7, 2020 in Docket No. G002/M-19-305 directed the Company to provide the following information:

....to file annually, as part of their natural gas service quality reports, TIMP/DIMP data... which includes leak count by facility type and threat; leak count on main by material; and leak count on service by material.

Please see **Attachment P** for the Company's Gas Distribution System Annual Report required by 49 CFR 191.11 and filed with the United States Department of Transportation (DOT) on March 11, 2020. The information in Attachment P and Table 1 below are consistent with the baseline information previously provided. Metrics i thru iv outlined in Title 49 CFR 192.1007(e) are included in Attachment P as noted below.

- (i) Number of hazardous leaks either eliminated or repaired as required by §192.703(c), categorized by cause can be found in Part C of the Annual Report
- (ii) Number of excavation damages can be found in Part D1 of the Annual Report
- (iii) Number of excavation tickets can be found in Part D2 of the Annual Report
- (iv) Total number of leaks either eliminated or repaired, categorized by cause can be found in Part C
- (v) Number of hazardous leaks either eliminated or repaired as required by §192.703(c) categorized by material. In Table 1 below we have provided information for 2019.

**Table 1**  
**Number of Hazardous Leaks Either Eliminated or**  
**Repaired as Required by §192.703(c) Categorized by Material**

| Material                | Mains      | Services   |
|-------------------------|------------|------------|
|                         | 2019       | 2019       |
| Steel - Coated          | 18         | 26         |
| Steel - Bare            | 0          | 0          |
| Ductile Iron            | 0          | 0          |
| Copper                  | 0          | 37         |
| Cast/Wrought Iron       | 0          | 0          |
| Plastic - PVC           | 0          | 0          |
| Plastic - PE            | 120        | 385        |
| Plastic - ABS           | 0          | 0          |
| Plastic - Other         | 0          | 0          |
| Other                   | 4          | 66         |
| Reconditioned Cast Iron | 0          | 0          |
| <b>Total</b>            | <b>142</b> | <b>514</b> |

## 2. MN Office of Pipeline Safety (MnOPS) Reports

Order Points 2a and 2b in the Commission's April 12, 2019 Order in Docket No. G002/M-18-316 required

- a. *A summary of any (2019) emergency response violations cited by MnOPS along with a description of the violation and remediation in each circumstance.*

The Company did not receive any emergency response violations cited by MnOPS in 2019.

- b. *The number of violation letters received by the utility from MnOPS during the year in question.*

In 2019, the Company received twenty-one violation letters related to Minnesota Statute 216D for locating issues. Violation letters are typically triggered by a MnOPS inspection, damage that occurred in the field, or a complaint from an excavator. Upon receipt of a MnOPS violation letter, the Company is given a set amount of time (determined by MnOPS) to provide a response outlining a remediation plan or other steps taken to remediate the violation. MnOPS closes these items with either a letter or a verbal notification. Annually, the Company staff meets with MnOPS to review the incidents that occurred in the previous year and their disposition.

## 3. Excess Flow Valves (EFV) and Manual Service Shutoff Valves

Order point 1b of the Commission's November 14, 2019 Order in Docket No. G002/M-19-305 required the gas utilities obligated to report EFV metrics to provide recommendations for uniform reporting of annual and overall EFV and manual shutoff valve installation on their distribution systems. On December 6, 2019 the Company provided recommendations to address the Commission's Order. Below, we provide a recap of our recommendations and the associated data for 2019.

### 1. *Definition of number of customers suitable for EFV*

A customer is suitable for an EFV if they fall under the installation requirements of 49 CFR § 192.383, which is having a service operated at least 10 pounds per square inch gauge and serve a customer load not greater than 1,000 standard cubic feet per hour. However, we note that the actual number of customers (or services) with technical feasibility for an EFV installation may vary since an engineering analysis is required, on a case-by-case basis, to determine actual technical feasibility.

2. *Definition of number of customers suitable for manual shut-off valves*

A customer is suitable for a manual shut-off valve if they do not meet the requirements of 49 CFR § 192.383.

3. *Metrics to address percentage of customers with valve installations and number of customers requesting a valve installation*

Tables 2 and 3 below reflect the recommended uniform metrics provided in our December 6, 2019 compliance filing and includes the percentage of customers with installations of EFVs and manual shut-off valves; and the number of customers receiving installations upon request prior to a system upgrade:

**Table 2 EFV Installations**

| Customer Class                              | Number of Customers Suitable for EFV Installation (a) | Total Number of Installed EFVs (b) | Number of Customers Who Requested Installation <sup>1</sup> (c) | Percentage of Suitable Customers with EFVs (d) | Number of Customers Unsuitable for EFVs (e) |
|---|---|------------------------------------|---|--|---|
|   |   |                                    |   | (b)/(a)  |   |
| Residential                                 | 369,038   | 142,018                            | 0   | 38.48%   | 65,342                                      |
| Commercial                                  | 16,334  | 5,076                              | 0   | 31.08%   | 15,682                                      |
| Industrial                                  | 83  | 29                                 | 0   | 34.94%   | 325   |
| Municipal                                   | 232   | 57                                 | 0   | 24.57%   | 326   |
| <b>Total</b>                                | 385,687   | 147,180                            | 0   | 38.16%   | 81,675                                      |
| <sup>1</sup> Number of requests during 2019 |   |                                    |   |  |   |

**Table 3 Manual Shut-Off Installation**

| Customer Class                          | Number of Customers Suitable for Manual Shut-off Valves (a) | Total Number of Installed Manual Shut-Off Valves (b) | Number of Customers Who Requested Installation (c) <sup>1</sup> | Percentage of Suitable Customers with Manual Shut-Off Valves (d) |
|---|---|--|---|--|
|   |   |  | (subset of (b))   |  |
| Residential                             | 65,342  | 135  | 0   | 0.21%  |
| Commercial                              | 15,682  | 165  | 0   | 1.05%  |
| Industrial                              | 325   | 5  | 0   | 1.54%  |
| Municipal                               | 326   | 7  | 0   | 2.15%  |
| <b>Total</b>                            | 81,675  | 312  | 0   | 0.38%  |
| <sup>1</sup> Number of requests in 2019 |   |  |   |  |

In agreeing to these metrics, the natural gas utilities noted that because of the difference in how records are maintained and can be pulled from electronic systems, each utility would describe how they count “number of customers” for the purposes of reporting metrics. For the data noted in Tables 2 and 3, multiple data bases are used to pull active customers by Premise ID. An analysis is performed on the data to determine the current status of EFV and manual shut-off valves and services available. An analysis is also performed with necessary parameters to determine if an EFV, a manual shut-off valve, or neither, would be suitable for a premise.

As noted previously, the Company does not have a program in place to install EFVs or manual shut-off valves on a standalone basis but continues to install EFVs and manual shut-off valves as new, eligible service lines are installed, existing service lines are repaired or replaced, or a customer requests installation.

### **CONCLUSION**

Xcel Energy respectfully requests the Commission accept this 2019 Annual Natural Gas Service Quality Report.

Dated: May 1, 2020

Northern States Power Company

|    |   | January | February | March   | April   | May     | June    | July    | August  | September | October | November | December | 2019      |
|----|---|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|-----------|
| 1  | All <b>Residential</b> Calls offered to Agents  | 68,912  | 57,892   | 67,056  | 86,650  | 94,804  | 85,787  | 109,296 | 98,429  | 102,238   | 94,438  | 70,178   | 60,406   | 996,086   |
| 2  | All <b>BSC</b> Calls Offered to Agents  | 4,806   | 4,097    | 4,537   | 4,696   | 5,110   | 4,215   | 4,950   | 5,578   | 4,447     | 5,212   | 4,156    | 4,171    | 55,975    |
| 3  | All <b>Credit</b> Calls Offered to Agents   | 13,279  | 11,841   | 16,645  | 38,134  | 22,374  | 13,313  | 13,096  | 13,870  | 15,197    | 9,013   | 10,655   | 8,057    | 185,474   |
| 4  | All <b>PAR</b> Calls Offered to Agents  | 2,288   | 1,999    | 2,946   | 6,380   | 6,665   | 5,026   | 5,541   | 5,432   | 5,452     | 3,775   | 3,002    | 2,770    | 51,276    |
| 5  | All Calls Offered to Agents   | 89,285  | 75,829   | 91,184  | 135,860 | 128,953 | 108,341 | 132,883 | 123,309 | 127,334   | 112,438 | 87,991   | 75,404   | 1,288,811 |
| 6  | All Calls Excluding Credit and PAR  | 86,997  | 73,830   | 88,238  | 129,480 | 122,288 | 103,315 | 127,342 | 117,877 | 121,882   | 108,663 | 84,989   | 72,634   | 1,237,535 |
| 7  | All <b>Residential</b> Calls Answered by Agents within 20 seconds   | 52,101  | 45,733   | 53,439  | 68,576  | 77,191  | 63,339  | 77,642  | 69,836  | 67,461    | 67,636  | 62,679   | 48,673   | 754,306   |
| 8  | All <b>BSC</b> Calls Answered by Agents within 20 seconds   | 3,027   | 2,832    | 3,174   | 3,788   | 4,217   | 3,407   | 3,923   | 4,229   | 3,449     | 3,776   | 3,443    | 3,537    | 42,802    |
| 9  | All <b>Credit</b> Calls Answered by Agents within 20 seconds  | 12,191  | 10,546   | 15,006  | 27,048  | 19,847  | 11,965  | 11,353  | 12,009  | 12,016    | 7,702   | 7,894    | 6,763    | 154,340   |
| 10 | All <b>PAR</b> Calls Answered by Agents within 20 seconds   | 2,064   | 1,702    | 2,480   | 4,414   | 4,727   | 3,657   | 3,896   | 3,873   | 3,851     | 3,236   | 2,540    | 2,360    | 38,800    |
| 11 | All Calls Answered by Agents within 20 seconds  | 69,383  | 60,813   | 74,099  | 103,826 | 105,982 | 82,368  | 96,814  | 89,947  | 86,777    | 82,350  | 76,556   | 61,333   | 990,248   |
| 12 | All Calls Answered by Agents within 20 seconds Excluding Credit and PAR                                     | 67,319  | 59,111   | 71,619  | 99,412  | 101,255 | 78,711  | 92,918  | 86,074  | 82,926    | 79,114  | 74,016   | 58,973   | 951,448   |
| 13 | Non-Billing and Non-Outage Calls Completed in IVR   | 26,878  | 23,726   | 27,064  | 31,596  | 43,485  | 35,806  | 40,304  | 40,059  | 25,625    | 28,963  | 28,002   | 28,891   | 380,399   |
| 14 | Billing Calls Handled by IVR  | 115,130 | 108,297  | 122,848 | 128,620 | 118,719 | 103,151 | 116,398 | 115,249 | 100,285   | 121,334 | 104,895  | 100,091  | 1,355,017 |
| 15 | Outage Calls Handled by IVR   | 17,852  | 8,896    | 12,626  | 29,183  | 20,758  | 24,026  | 47,728  | 18,548  | 25,337    | 14,289  | 11,560   | 7,702    | 238,505   |
| 16 | Outage Calls Offered to Agents  | 12,787  | 9,141    | 12,392  | 15,391  | 14,900  | 15,919  | 24,401  | 14,987  | 18,029    | 13,783  | 9,917    | 7,915    | 169,562   |
| 17 | Total Outage Calls  | 30,639  | 18,037   | 25,018  | 44,574  | 35,658  | 39,945  | 72,129  | 33,535  | 43,366    | 28,072  | 21,477   | 15,617   | 408,067   |
| 18 | All Calls Offered to Agents + Outage Calls Handled by IVR   | 107,137 | 84,725   | 103,810 | 165,043 | 149,711 | 132,367 | 180,611 | 141,857 | 152,671   | 126,727 | 99,551   | 83,106   | 1,527,316 |
| 19 | All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR                                | 87,235  | 69,709   | 86,725  | 133,009 | 126,740 | 106,394 | 144,542 | 108,495 | 112,114   | 96,639  | 88,116   | 69,035   | 1,228,753 |
| 20 | Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR   | 104,849 | 82,726   | 100,864 | 158,663 | 143,046 | 127,341 | 175,070 | 136,425 | 147,219   | 122,952 | 96,549   | 80,336   | 1,476,040 |
| 21 | Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR                        | 85,171  | 68,007   | 84,245  | 128,595 | 122,013 | 102,737 | 140,646 | 104,622 | 108,263   | 93,403  | 85,576   | 66,675   | 1,189,953 |
| 22 | All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR                    | 222,267 | 193,022  | 226,658 | 293,663 | 268,430 | 235,518 | 297,009 | 257,106 | 252,956   | 248,061 | 204,446  | 183,197  | 2,882,333 |
| 23 | All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR | 202,365 | 178,006  | 209,573 | 261,629 | 245,459 | 209,545 | 260,940 | 223,744 | 212,399   | 217,973 | 193,011  | 169,126  | 2,583,770 |



|    |   | January | February | March   | April   | May     | June    | July    | August  | September | October | November | December | 2019      |
|----|---|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|-----------|
| 24 | Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR                    | 219,979 | 191,023  | 223,712 | 287,283 | 261,765 | 230,492 | 291,468 | 251,674 | 247,504   | 244,286 | 201,444  | 180,427  | 2,831,057 |
| 25 | Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR | 200,301 | 176,304  | 207,093 | 257,215 | 240,732 | 205,888 | 257,044 | 219,871 | 208,548   | 214,737 | 190,471  | 166,766  | 2,544,970 |
| 26 | Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)                             | 92.0%   | 93.1%    | 93.3%   | 90.2%   | 92.6%   | 90.4%   | 89.3%   | 88.8%   | 85.4%     | 89.1%   | 95.1%    | 93.4%    | 90.8%     |
| 27 | Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls                             | 81.4%   | 82.3%    | 83.5%   | 80.6%   | 84.7%   | 80.4%   | 80.0%   | 76.5%   | 73.4%     | 76.3%   | 88.5%    | 83.1%    | 80.5%     |
| 28 | Service Level Res and BSC Calls, excluding Credit and calls (including outage and billing calls handled by IVR)     | 91.1%   | 92.3%    | 92.6%   | 89.5%   | 92.0%   | 89.3%   | 88.2%   | 87.4%   | 84.3%     | 87.9%   | 94.6%    | 92.4%    | 89.9%     |
| 29 | Service Level Res and BSC Calls, excluding credit calls (not including billing calls handled by IVR)                | 81.2%   | 82.2%    | 83.5%   | 81.0%   | 85.3%   | 80.7%   | 80.3%   | 76.7%   | 73.5%     | 76.0%   | 88.6%    | 83.0%    | 80.6%     |
| 30 | Service Level (agent only)  | 77.7%   | 80.2%    | 81.3%   | 76.4%   | 82.2%   | 76.0%   | 72.9%   | 72.9%   | 68.1%     | 73.2%   | 87.0%    | 81.3%    | 76.8%     |
| 31 | Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)   | 22      | 20       | 20      | 43      | 15      | 22      | 27      | 21      | 38        | 54      | 10       | 17       | 27        |
|    | ASA Residential   | 24      | 21       | 21      | 21      | 15      | 24      | 29      | 21      | 42        | 61      | 8        | 17       | 26        |
|    | ASA BSC   | 56      | 42       | 39      | 20      | 17      | 19      | 21      | 25      | 21        | 33      | 17       | 14       | 27        |
|    | ASA Credit  | 6       | 8        | 9       | 98      | 9       | 7       | 10      | 10      | 13        | 12      | 20       | 15       | 28        |
|    | ASA PAR   | 9       | 16       | 18      | 44      | 39      | 38      | 46      | 51      | 46        | 17      | 17       | 17       | 35        |

Notes:

|    |  |
|----|--|
| 13 | IVR handled calls are answered immediately with an average speed to answer calls calculated using 0 seconds and includes non-billing and non-outage IVR calls that did not route to an agent. These calls may have been offered messaging that can answer many upfront questions, including but not limited to billing credits, scam information, call before you dig information, the hold time length, or will direct the caller to other resources. |
| 26 | The service level formula is: (All Calls Answered by Agents within 20 seconds + All IVR Handled calls) / (All Calls Offered to Agents + All IVR Handled Calls)   |
| 27 | 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)   |
|    | 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 and Denver, at the Credit call centers at Amarillo, Centre Pointe and Sky Park.  |
|    | Data on calls to agents is gathered from the phone switch (Avaya) based on skills.   |
|    | Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).  |

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number<br>of Meters<br>Installed | A÷B<br>Percent<br>Read by<br>Utility<br>(Company) |
|------------------|-------------|------------|------------|-------|------------|--|---|
| <b>JANUARY</b>   | 1603012     | 159926     | 12828      | 3929  | 1779695    | 1782232  | 99.86%  |
| <b>FEBRUARY</b>  | 1604171     | 160036     | 12838      | 3930  | 1780975    | 1783597  | 99.85%  |
| <b>MARCH</b>     | 1605070     | 160074     | 12857      | 3917  | 1781918    | 1784542  | 99.85%  |
| <b>APRIL</b>     | 1605828     | 160020     | 12862      | 3912  | 1782622    | 1785172  | 99.86%  |
| <b>MAY</b>       | 1607057     | 160091     | 12875      | 3914  | 1783937    | 1786473  | 99.86%  |
| <b>JUNE</b>      | 1608226     | 160172     | 12889      | 3904  | 1785191    | 1787859  | 99.85%  |
| <b>JULY</b>      | 1609383     | 160236     | 12895      | 3908  | 1786422    | 1789209  | 99.84%  |
| <b>AUGUST</b>    | 1610800     | 160310     | 12913      | 3906  | 1787929    | 1790754  | 99.84%  |
| <b>SEPTEMBER</b> | 1612297     | 160441     | 12919      | 3905  | 1789562    | 1792508  | 99.84%  |
| <b>OCTOBER</b>   | 1613436     | 160710     | 12927      | 3909  | 1790982    | 1793864  | 99.84%  |
| <b>NOVEMBER</b>  | 1615023     | 161004     | 12922      | 3905  | 1792854    | 1795659  | 99.84%  |
| <b>DECEMBER</b>  | 1616531     | 161233     | 12913      | 3900  | 1794577    | 1797613  | 99.83%  |

\*The number of reads per month is based on the meter read schedule for the month. Example January 2019 runs from December 31 to February 4 2019 to capture all meter read routes.

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number<br>of Meters<br>Installed | A÷B<br>Percent<br>Read<br>by<br>Customer |
|------------------|-------------|------------|------------|-------|------------|--|--|
| <b>JANUARY</b>   | 10          | 1          |            |       | 11         | 1782232  | 0.0006%                                  |
| <b>FEBRUARY</b>  | 3           |            |            |       | 3          | 1783597  | 0.0002%                                  |
| <b>MARCH</b>     | 3           | 3          |            |       | 6          | 1784542  | 0.0003%                                  |
| <b>APRIL</b>     | 5           |            |            |       | 5          | 1785172  | 0.0003%                                  |
| <b>MAY</b>       | 8           |            |            |       | 8          | 1786473  | 0.0004%                                  |
| <b>JUNE</b>      | 15          |            |            |       | 15         | 1787859  | 0.0008%                                  |
| <b>JULY</b>      | 11          |            |            |       | 11         | 1789209  | 0.0006%                                  |
| <b>AUGUST</b>    | 5           |            |            |       | 5          | 1790754  | 0.0003%                                  |
| <b>SEPTEMBER</b> | 4           | 1          |            |       | 5          | 1792508  | 0.0003%                                  |
| <b>OCTOBER</b>   | 3           | 1          |            |       | 4          | 1793864  | 0.0002%                                  |
| <b>NOVEMBER</b>  | 3           |            |            |       | 3          | 1795659  | 0.0002%                                  |
| <b>DECEMBER</b>  | 9           |            |            |       | 9          | 1797613  | 0.0005%                                  |

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.<sup>1</sup>

**Account Class: Residential**

| Message                       | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED           | 58  | 58  | 32  | 60  | 29  | 41  | 50  | 63  | 71  | 92  | 85  | 117 | 756   | 33.09%  |
| NO ANSWER                     | 39  | 33  | 62  | 51  | 61  | 43  | 43  | 40  | 27  | 34  | 18  | 13  | 464   | 20.31%  |
| OC Meter Maint                | 19  | 15  | 10  | 15  | 10  | 8   | 24  | 18  | 21  | 15  | 25  | 27  | 207   | 9.06%   |
| BAD KEY OR CODE               | 10  | 15  | 20  | 11  | 12  | 10  | 9   | 7   | 4   | 6   | 5   | 1   | 110   | 4.81%   |
| NEED KEY OR CODE              | 12  | 11  | 15  | 14  | 12  | 7   | 2   | 7   | 4   | 2   | 17  | 3   | 106   | 4.64%   |
| DOOR LOCKED                   | 4   | 3   | 14  | 11  | 22  | 9   | 8   | 2   | 5   | 12  | 6   | 2   | 98    | 4.29%   |
| DEAD REGISTER                 | 7   | 8   | 22  | 9   | 6   | 8   | 8   | 6   | 5   | 6   | 3   | 2   | 90    | 3.94%   |
| METER OFF                     | 12  | 6   | 10  | 9   | 11  | 7   | 5   | 3   | 7   | 6   | 4   | 10  | 90    | 3.94%   |
| GATE PROBLEM                  | 9   | 12  | 8   | 6   | 7   | 8   | 8   | 4   | 3   | 1   | 2   | 2   | 70    | 3.06%   |
| METER REMOVED                 | 3   | 1   | 2   | 4   | 5   | 2   | 5   | 4   | 2   | 6   | 6   | 1   | 41    | 1.79%   |
| NO ACCESS BACK YARD           | 4   | 0   | 1   | 4   | 2   | 2   | 5   | 1   | 3   | 5   | 1   | 0   | 28    | 1.23%   |
| SERVICE CUT AT POLE           | 1   | 1   | 5   | 2   | 1   | 1   | 0   | 2   | 2   | 5   | 6   | 1   | 27    | 1.18%   |
| VACANT                        | 4   | 3   | 3   | 8   | 4   | 1   | 1   | 1   | 0   | 1   | 1   | 0   | 27    | 1.18%   |
| DOG                           | 2   | 1   | 2   | 7   | 9   | 1   | 1   | 1   | 1   | 1   | 0   | 1   | 27    | 1.18%   |
| METER BLOCKED                 | 2   | 2   | 1   | 1   | 5   | 3   | 4   | 3   | 2   | 2   | 0   | 1   | 26    | 1.14%   |
| UNSAFE CONDITION              | 2   | 1   | 2   | 2   | 1   | 0   | 1   | 2   | 0   | 2   | 3   | 0   | 16    | 0.7%    |
| KEY NOT AVAILABLE             | 1   | 4   | 2   | 0   | 2   | 3   | 0   | 1   | 0   | 0   | 1   | 1   | 15    | 0.66%   |
| Non-Energized                 | 0   | 0   | 2   | 2   | 3   | 3   | 2   | 1   | 0   | 1   | 0   | 0   | 14    | 0.61%   |
| SNOW/MUD                      | 0   | 4   | 6   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 12    | 0.53%   |
| REFUSED ADMITTANCE            | 0   | 0   | 0   | 0   | 0   | 1   | 4   | 2   | 2   | 0   | 0   | 1   | 10    | 0.44%   |
| CUSTOMER READING              | 0   | 0   | 0   | 2   | 1   | 0   | 1   | 1   | 1   | 1   | 1   | 1   | 9     | 0.39%   |
| BAD ROAD                      | 0   | 0   | 2   | 0   | 0   | 1   | 1   | 1   | 0   | 1   | 1   | 2   | 9     | 0.39%   |
| CUST REQUESTS SKIP            | 1   | 0   | 1   | 1   | 0   | 0   | 1   | 0   | 1   | 0   | 1   | 0   | 6     | 0.26%   |
| SEASONAL                      | 0   | 0   | 0   | 2   | 0   | 1   | 0   | 1   | 1   | 0   | 0   | 1   | 6     | 0.26%   |
| BUSINESS CLOSED               | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 4     | 0.18%   |
| DOG NEXT DOOR                 | 0   | 0   | 1   | 2   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.18%   |
| OC CellNet New: no premise ID | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 3   | 0   | 0   | 0   | 4     | 0.18%   |
| REPLACE GLASS                 | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 3     | 0.13%   |
| EMED Meter Maint              | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 2     | 0.09%   |
| ABS Data Corrupt - BS         | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| INCLEMENT WEATHER             | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| OC Record Mismatch            | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| SPS DEAD REGISTER             | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| TOTAL                         | 192 | 178 | 225 | 224 | 205 | 161 | 183 | 174 | 167 | 199 | 188 | 189 | 2285  | 100%    |

<sup>1</sup> Subsequent to filing this information in Docket E002/M-20-406, an anomaly was noted, the report was redone and an errata will be filed in Docket E002/M-20-406.

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  | 35  | 37  | 19  | 35  | 21  | 28  | 37  | 48  | 53  | 56  | 54  | 73  | 496   | 31.31%  |
| METER OFF            | 31  | 23  | 24  | 24  | 38  | 38  | 28  | 30  | 28  | 29  | 22  | 19  | 334   | 21.09%  |
| Non-Energized        | 0   | 0   | 11  | 14  | 14  | 15  | 13  | 16  | 14  | 12  | 18  | 4   | 131   | 8.27%   |
| DEAD REGISTER        | 6   | 9   | 9   | 12  | 15  | 5   | 11  | 11  | 16  | 10  | 6   | 4   | 114   | 7.2%    |
| METER REMOVED        | 4   | 7   | 10  | 6   | 7   | 3   | 5   | 6   | 2   | 6   | 9   | 7   | 72    | 4.55%   |
| NO ANSWER            | 8   | 6   | 5   | 10  | 10  | 7   | 6   | 4   | 2   | 5   | 4   | 3   | 70    | 4.42%   |
| SERVICE CUT AT POLE  | 1   | 2   | 4   | 6   | 7   | 9   | 7   | 5   | 3   | 4   | 6   | 3   | 57    | 3.6%    |
| VACANT               | 2   | 5   | 2   | 5   | 9   | 5   | 4   | 3   | 4   | 7   | 2   | 2   | 50    | 3.16%   |
| OC Meter Maint       | 1   | 3   | 2   | 6   | 0   | 2   | 1   | 6   | 4   | 3   | 2   | 6   | 36    | 2.27%   |
| DOOR LOCKED          | 2   | 1   | 5   | 6   | 5   | 2   | 2   | 1   | 3   | 1   | 4   | 1   | 33    | 2.08%   |
| SEASONAL             | 5   | 5   | 8   | 3   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 23    | 1.45%   |
| UNSAFE CONDITION     | 0   | 3   | 3   | 2   | 3   | 3   | 3   | 1   | 2   | 1   | 0   | 0   | 21    | 1.33%   |
| BAD KEY OR CODE      | 1   | 1   | 0   | 0   | 1   | 4   | 4   | 4   | 0   | 2   | 2   | 0   | 19    | 1.2%    |
| BUSINESS CLOSED      | 0   | 3   | 3   | 1   | 0   | 3   | 3   | 2   | 1   | 0   | 2   | 1   | 19    | 1.2%    |
| GATE PROBLEM         | 2   | 1   | 2   | 2   | 5   | 4   | 0   | 0   | 1   | 0   | 1   | 0   | 18    | 1.14%   |
| SNOW/MUD             | 0   | 7   | 8   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 16    | 1.01%   |
| NEED KEY OR CODE     | 2   | 1   | 1   | 0   | 3   | 1   | 1   | 1   | 2   | 1   | 1   | 0   | 14    | 0.88%   |
| HANDHELD ESTIMATE    | 1   | 1   | 1   | 1   | 1   | 1   | 3   | 1   | 1   | 2   | 1   | 0   | 14    | 0.88%   |
| BAD ROAD             | 0   | 0   | 1   | 2   | 1   | 2   | 2   | 2   | 1   | 0   | 0   | 0   | 11    | 0.69%   |
| CUST REQUESTS SKIP   | 0   | 0   | 0   | 0   | 3   | 1   | 1   | 1   | 1   | 2   | 1   | 0   | 10    | 0.63%   |
| KEY NOT AVAILABLE    | 1   | 2   | 1   | 1   | 0   | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 8     | 0.51%   |
| TEXT                 | 0   | 0   | 4   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.25%   |
| SPS DEAD REGISTER    | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 2     | 0.13%   |
| PAINTED OVER         | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 2     | 0.13%   |
| REFUSED ADMITTANCE   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 2     | 0.13%   |
| CANNOT LOCATE        | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.13%   |
| Bad Ert              | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1     | 0.06%   |
| EMED Meter Maint     | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1     | 0.06%   |
| DOG                  | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.06%   |
| INCLEMENT WEATHER    | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.06%   |
| ABS MCC Calc Reading | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.06%   |
| METER BLOCKED        | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.06%   |
| TOTAL                | 103 | 117 | 124 | 139 | 144 | 136 | 136 | 142 | 139 | 144 | 136 | 124 | 1584  | 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  | 36  | 32  | 30  | 29  | 33  | 35  | 34  | 21  | 34  | 40  | 22  | 45  | 391   | 91.14%  |
| METER OFF            | 1   | 1   | 1   | 0   | 3   | 3   | 2   | 1   | 1   | 1   | 1   | 1   | 16    | 3.73%   |
| VACANT               | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 7     | 1.63%   |
| SEASONAL             | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 1   | 0   | 1   | 5     | 1.17%   |
| ABS MCC Calc Reading | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2     | 0.47%   |
| DEAD REGISTER        | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 2     | 0.47%   |
| NO ANSWER            | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.47%   |
| CUST REQUESTS SKIP   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.23%   |
| GATE PROBLEM         | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1     | 0.23%   |
| HANDHELD ESTIMATE    | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.23%   |
| Non-Energized        | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1     | 0.23%   |
| Total                | 40  | 35  | 34  | 33  | 37  | 39  | 38  | 23  | 35  | 42  | 25  | 48  | 429   | 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 | 5   | 5   | 4   | 4   | 4   | 5   | 5   | 5   | 5   | 4   | 3   | 4   | 53    | 86.89%  |
| METER OFF           | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 1   | 1   | 0   | 5     | 8.20%   |
| BAD KEY OR CODE     | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 1.64%   |
| CANNOT LOCATE       | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 1.64%   |
| NO ANSWER           | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 1.64%   |
| TOTAL               | 5   | 5   | 5   | 5   | 5   | 5   | 6   | 6   | 6   | 5   | 4   | 4   | 61    | 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 READING RETURNED           | 14  | 16  | 9   | 13  | 8   | 11  | 16  | 17  | 15  | 20  | 19  | 25  | 183   | 31.66%  |
| NO ANSWER                     | 10  | 5   | 14  | 15  | 24  | 14  | 12  | 11  | 15  | 15  | 8   | 6   | 149   | 25.78%  |
| OC Meter Maint                | 4   | 6   | 4   | 6   | 2   | 5   | 5   | 5   | 5   | 5   | 6   | 6   | 59    | 10.21%  |
| METER OFF                     | 4   | 2   | 4   | 2   | 3   | 5   | 3   | 1   | 3   | 5   | 3   | 1   | 36    | 6.23%   |
| DEAD REGISTER                 | 1   | 2   | 1   | 1   | 3   | 3   | 2   | 1   | 0   | 2   | 2   | 0   | 18    | 3.11%   |
| BAD KEY OR CODE               | 2   | 2   | 3   | 2   | 2   | 3   | 0   | 0   | 1   | 0   | 2   | 0   | 17    | 2.94%   |
| NEED KEY OR CODE              | 1   | 0   | 2   | 2   | 4   | 2   | 1   | 1   | 0   | 0   | 1   | 0   | 14    | 2.42%   |
| DOOR LOCKED                   | 0   | 0   | 3   | 0   | 4   | 1   | 0   | 0   | 1   | 1   | 2   | 2   | 14    | 2.42%   |
| VACANT                        | 2   | 0   | 1   | 3   | 3   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 11    | 1.9%    |
| UNSAFE CONDITION              | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 1   | 0   | 2   | 3   | 0   | 11    | 1.9%    |
| GATE PROBLEM                  | 0   | 1   | 1   | 0   | 0   | 3   | 1   | 2   | 2   | 0   | 0   | 0   | 10    | 1.73%   |
| METER REMOVED                 | 1   | 0   | 0   | 0   | 1   | 0   | 2   | 2   | 1   | 1   | 1   | 1   | 10    | 1.73%   |
| REFUSED ADMITTANCE            | 0   | 0   | 0   | 0   | 0   | 1   | 4   | 1   | 2   | 0   | 0   | 1   | 9     | 1.56%   |
| NO ACCESS BACK YARD           | 1   | 0   | 0   | 2   | 0   | 0   | 2   | 0   | 1   | 2   | 0   | 0   | 8     | 1.38%   |
| Non-Energized                 | 0   | 0   | 1   | 0   | 1   | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 5     | 0.87%   |
| CUST REQUESTS SKIP            | 1   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 0   | 4     | 0.69%   |
| METER BLOCKED                 | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 1   | 0   | 1   | 4     | 0.69%   |
| SNOW/MUD                      | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2     | 0.35%   |
| SERVICE CUT AT POLE           | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 2     | 0.35%   |
| SEASONAL                      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 2     | 0.35%   |
| DOG NEXT DOOR                 | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.35%   |
| BUSINESS CLOSED               | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.17%   |
| KEY NOT AVAILABLE             | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.17%   |
| BAD ROAD                      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.17%   |
| OC CellNet New: no premise ID | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1     | 0.17%   |
| REPLACE GLASS                 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1     | 0.17%   |
| DOG                           | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.17%   |
| INCLEMENT WEATHER             | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.17%   |
| OC Record Mismatch            | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.17%   |
| TOTAL                         | 43  | 36  | 46  | 49  | 57  | 50  | 51  | 45  | 48  | 56  | 52  | 45  | 578   | 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 | 12  | 14  | 7   | 12  | 6   | 8   | 16  | 22  | 29  | 28  | 25  | 39  | 218   | 36.03%  |
| METER OFF           | 10  | 9   | 7   | 7   | 15  | 17  | 14  | 14  | 13  | 15  | 7   | 13  | 141   | 23.31%  |
| Non-Energized       | 0   | 0   | 6   | 5   | 4   | 5   | 3   | 6   | 1   | 4   | 11  | 4   | 49    | 8.1%    |
| DEAD REGISTER       | 3   | 1   | 2   | 0   | 2   | 1   | 4   | 4   | 10  | 6   | 3   | 3   | 39    | 6.45%   |
| VACANT              | 2   | 2   | 2   | 2   | 5   | 2   | 1   | 2   | 2   | 2   | 2   | 2   | 26    | 4.3%    |
| METER REMOVED       | 1   | 2   | 3   | 1   | 4   | 1   | 2   | 2   | 0   | 1   | 3   | 2   | 22    | 3.64%   |
| NO ANSWER           | 2   | 1   | 1   | 3   | 2   | 1   | 3   | 1   | 1   | 2   | 1   | 1   | 19    | 3.14%   |
| SERVICE CUT AT POLE | 0   | 1   | 1   | 1   | 1   | 2   | 3   | 2   | 2   | 3   | 1   | 1   | 18    | 2.98%   |
| BAD KEY OR CODE     | 0   | 0   | 0   | 0   | 1   | 3   | 4   | 4   | 0   | 0   | 0   | 0   | 12    | 1.98%   |
| HANDHELD ESTIMATE   | 1   | 1   | 1   | 1   | 1   | 0   | 2   | 1   | 1   | 2   | 1   | 0   | 12    | 1.98%   |
| OC Meter Maint      | 1   | 0   | 0   | 0   | 0   | 1   | 1   | 2   | 3   | 1   | 0   | 1   | 10    | 1.65%   |
| SNOW/MUD            | 0   | 4   | 3   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 8     | 1.32%   |
| BUSINESS CLOSED     | 0   | 1   | 3   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 6     | 0.99%   |
| GATE PROBLEM        | 0   | 0   | 0   | 0   | 1   | 3   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.66%   |
| UNSAFE CONDITION    | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 1   | 0   | 0   | 4     | 0.66%   |
| CUST REQUESTS SKIP  | 0   | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 3     | 0.5%    |
| SEASONAL            | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.5%    |
| BAD ROAD            | 0   | 0   | 1   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.5%    |
| DOOR LOCKED         | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 3     | 0.5%    |
| REFUSED ADMITTANCE  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.17%   |
| NEED KEY OR CODE    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.17%   |
| INCLEMENT WEATHER   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.17%   |
| PAINTED OVER        | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1     | 0.17%   |
| CANNOT LOCATE       | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.17%   |
| TOTAL               | 33  | 37  | 40  | 36  | 44  | 46  | 54  | 61  | 63  | 66  | 58  | 67  | 605   | 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  | 25  | 24  | 26  | 25  | 26  | 25  | 26  | 12  | 22  | 24  | 12  | 28  | 275   | 97.17%  |
| METER OFF            | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 1.06%   |
| SEASONAL             | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 2     | 0.71%   |
| ABS MCC Calc Reading | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.35%   |
| DEAD REGISTER        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.35%   |
| NO ANSWER            | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.35%   |
| TOTAL                | 27  | 26  | 27  | 25  | 26  | 25  | 26  | 12  | 22  | 25  | 13  | 29  | 283   | 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**

| <b>Message</b>      | <b>Jan</b> | <b>Feb</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>Jun</b> | <b>Jul</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> | <b>Total</b> | <b>Percent</b> |
|---------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|----------------|
| NO READING RETURNED | 4          | 4          | 4          | 4          | 4          | 5          | 5          | 5          | 5          | 4          | 3          | 3          | 50           | 100%           |
| TOTAL               | 4          | 4          | 4          | 4          | 4          | 5          | 5          | 5          | 5          | 4          | 3          | 3          | 50           | 100%           |

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

|           | <b>Residential</b> | <b>Commercial</b> | <b>Industrial</b> | <b>Other</b> | <b>Total</b> |
|-----------|--------------------|-------------------|-------------------|--------------|--------------|
| JANUARY   | 1603717            | 161402            | 12863             | 4250         | 1782232      |
| FEBRUARY  | 1604938            | 161534            | 12874             | 4251         | 1783597      |
| MARCH     | 1605788            | 161618            | 12892             | 4244         | 1784542      |
| APRIL     | 1606454            | 161579            | 12898             | 4241         | 1785172      |
| MAY       | 1607661            | 161661            | 12912             | 4239         | 1786473      |
| JUNE      | 1608931            | 161769            | 12925             | 4234         | 1787859      |
| JULY      | 1610173            | 161865            | 12937             | 4234         | 1789209      |
| AUGUST    | 1611590            | 161979            | 12955             | 4230         | 1790754      |
| SEPTEMBER | 1613166            | 162153            | 12959             | 4230         | 1792508      |
| OCTOBER   | 1614243            | 162421            | 12971             | 4229         | 1793864      |
| NOVEMBER  | 1615749            | 162715            | 12968             | 4227         | 1795659      |
| DECEMBER  | 1617399            | 163022            | 12967             | 4225         | 1797613      |

\*\*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 2019  
Involuntary Service Disconnection (Minnesota Cold Weather Rule)  
Utility Monthly Reports (216B.091) Docket No. E<sub>9</sub>G999/PR-19-2  
(electric and natural gas)

Docket No. G002/M-20-\_\_\_\_  
Attachment C  
Page 1 of 2

|   |   | Jan-19    | Feb-19    | Mar-19    | Apr-19    | May-19    | Jun-19    | Jul-19    | Aug-19    | Sep-19    | Oct-19    | Nov-19    | Dec-19    |
|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1   | Number of Residential Customer Accounts   | 1,240,552 | 1,241,403 | 1,242,007 | 1,244,086 | 1,244,280 | 1,244,786 | 1,245,926 | 1,246,962 | 1,249,142 | 1,249,142 | 1,252,155 | 1,253,679 |
| 2   | Number of Past Due Residential Customer Accounts  | 167,633   | 172,992   | 168,026   | 164,491   | 153,589   | 154,227   | 146,954   | 170,549   | 178,868   | 177,053   | 173,052   | 170,693   |
| 3   | * Number of Cold Weather Protection Requests  | 4,617     | 3,863     | 7,862     | 35,649    | 0         | 0         | 0         | 0         | 0         | 17,007    | 13,462    | 9,662     |
| <b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b> |   |           |           |           |           |           |           |           |           |           |           |           |           |
| 4   | Number of "Right to Appeal" notices mailed to customers                                   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 2         | 0         |
| 5   | <i>Intentionally Blank</i>  |           |           |           |           |           |           |           |           |           |           |           |           |
| 6   | Number of customer accounts granted reconnection request                                  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| <b>PAYMENT SCHEDULE (PS)</b>                            |   |           |           |           |           |           |           |           |           |           |           |           |           |
| 16  | Number of "Right to Appeal" notices mailed to customers:                                  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 2         | 0         |
| a)  | * Number of PS requests received  | 4,617     | 3,863     | 7,862     | 35,649    | 0         | 0         | 0         | 0         | 0         | 17,007    | 13,462    | 9,662     |
| 17  | <i>Intentionally Blank</i>  |           |           |           |           |           |           |           |           |           |           |           |           |
| 18  | * Number of PS negotiations mutually agreed upon:   | 4,617     | 3,863     | 7,862     | 35,649    | 0         | 0         | 0         | 0         | 0         | 17,007    | 13,462    | 9,662     |
| 19  | <i>Intentionally Blank</i>  |           |           |           |           |           |           |           |           |           |           |           |           |
| <b>DISCONNECTIONS</b>                                   |   |           |           |           |           |           |           |           |           |           |           |           |           |
| 20  | Number of disconnection notices mailed to customers                                       | 68,915    | 70,174    | 78,448    | 61,619    | 41,105    | 21,543    | 21,321    | 26,169    | 30,301    | 42,720    | 22,486    | 36,747    |
| 21  | Number of customer accounts disconnected who did not seek protection                      |           |           |           |           |           |           |           |           |           |           |           |           |
|   | April 1-15 and October 1-15   |           |           |           |           |           |           |           |           |           |           |           |           |
| a)  | # Electric - heat affected  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 146       | 0         | 0         |
| b)  | # Electric - heat not affected  | 498       | 347       | 571       | 248       | 2,610     | 2,094     | 1,915     | 2,108     | 1,759     | 0         | 809       | 535       |
| c)  | # Gas - heat affected   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 7         | 0         | 0         |
| d)  | # Gas - heat not affected   | 3         | 0         | 3         | 0         | 430       | 364       | 273       | 180       | 276       | 0         | 1         | 0         |
| e)  | <b>Total # disconnected</b>   | 501       | 347       | 574       | 248       | 3,040     | 2,458     | 2,188     | 2,288     | 2,035     | 280       | 810       | 535       |
|   | April 16-30 and October 16-31   |           |           |           |           |           |           |           |           |           |           |           |           |
| a)  | # Electric - heat affected  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| b)  | # Electric - heat not affected  | 0         | 0         | 0         | 1,019     | 0         | 0         | 0         | 0         | 0         | 280       | 0         | 0         |
| c)  | # Gas - heat affected   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| d)  | # Gas - heat not affected   | 0         | 0         | 0         | 217       | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| e)  | <b>Total # disconnected</b>   | 0         | 0         | 0         | 1,236     | 0         | 0         | 0         | 0         | 0         | 280       | 0         | 0         |
| 22  | Number of customer accounts disconnected seeking protection:                              |           |           |           |           |           |           |           |           |           |           |           |           |
| a)  | # Electric - heat affected  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| b)  | # Electric - heat not affected  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| c)  | # Gas - heat affected   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| d)  | # Gas - heat not affected   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| e)  | <b>Total # disconnected (See Note)</b>  | 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): | 501       | 347       | 574       | 1,484     | 3,040     | 2,458     | 2,188     | 2,288     | 2,035     | 433       | 810       | 535       |

|                        | Jan-19   | Feb-19        | Mar-19        | Apr-19        | May-19        | Jun-19       | Jul-19       | Aug-19        | Sep-19        | Oct-19       | Nov-19        | Dec-19       |               |
|------------------------|--|---------------|---------------|---------------|---------------|--------------|--------------|---------------|---------------|--------------|---------------|--------------|---------------|
|                        |  |               |               |               |               |              |              |               |               |              |               |              |               |
| DOLLAR VALUE           |  |               |               |               |               |              |              |               |               |              |               |              |               |
| 24                     | Total dollars past due on all residential accounts:  | \$52,515,353  | \$59,479,219  | \$61,486,903  | \$51,384,053  | \$38,021,265 | \$35,183,539 | \$33,866,548  | \$39,874,457  | \$41,416,039 | \$42,199,771  | \$40,323,517 | \$43,970,019  |
| 25                     | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):  | \$313         | \$344         | \$366         | \$312         | \$248        | \$228        | \$230         | \$234         | \$232        | \$238         | \$233        | \$258         |
| 26                     | Total dollars received from energy assistance programs:  | \$3,283,223   | \$2,392,284   | \$3,192,480   | \$4,378,418   | \$2,415,413  | \$804,628    | \$97,204      | \$2,320       | \$393        | \$1,760       | \$2,270,430  | \$2,504,462   |
| 27                     | Total dollars received from other sources (private organizations):   | \$132,933     | \$136,045     | \$136,756     | \$332,975     | \$573,460    | \$419,346    | \$422,629     | \$471,493     | \$477,595    | \$368,347     | \$273,967    | \$184,275     |
| 28                     | Total Revenue from sales to residential accounts:  | \$169,938,974 | \$149,321,558 | \$150,116,118 | \$115,464,533 | \$96,062,672 | \$93,446,688 | \$133,035,597 | \$135,610,965 | \$97,958,059 | \$109,661,331 | \$92,475,020 | \$126,636,314 |
| 29                     | Average monthly residential bill: (auto-calculation of #28 ÷ #1)   | \$137         | \$120         | \$121         | \$93          | \$77         | \$75         | \$107         | \$109         | \$78         | \$88          | \$74         | \$101         |
| 30                     | Intentionally Blank  |               |               |               |               |              |              |               |               |              |               |              |               |
| 31                     | Total residential account write-offs due to uncollectible:   | \$1,256,833   | \$1,441,205   | \$1,408,412   | \$1,512,864   | \$1,375,313  | \$927,169    | \$834,987     | \$572,374     | \$504,543    | \$600,556     | \$589,020    | \$983,239     |
| 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   | 163           | 138           | 234           | 103           | 0            | 0            | 0             | 0             | 0            | 233           | 408          | 251           |
| 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   | 163           | 138           | 234           | 103           | 0            | 0            | 0             | 0             | 0            | 233           | 408          | 251           |
| 33                     | Intentionally Blank  |               |               |               |               |              |              |               |               |              |               |              |               |
| 34                     | Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection). | 0             | 0             | 0             | 0             | 0            | 0            | 0             | 0             | 0            | 0             | 0            | 0             |
| 35                     | Intentionally Blank  |               |               |               |               |              |              |               |               |              |               |              |               |
| 36                     | Intentionally Blank  |               |               |               |               |              |              |               |               |              |               |              |               |
| RECONNECTION DATA      |  |               |               |               |               |              |              |               |               |              |               |              |               |
| 37                     | # Accounts reconnected   | 499           | 228           | 675           | 916           | 1,830        | 1,667        | 1,448         | 2,373         | 1,689        | 304           | 882          | 441           |
| 38                     | # Accounts remaining disconnected  | 100           | 88            | 142           | 788           | 1,461        | 1,881        | 1,953         | 1,637         | 1,310        | 453           | 259          | 167           |
| a)                     | 1-30 days  | 23            | 44            | 113           | 747           | 1,057        | 1,020        | 755           | 623           | 583          | 79            | 92           | 43            |
| b)                     | 31-60 days   | 28            | 13            | 13            | 25            | 388          | 587          | 576           | 331           | 259          | 180           | 28           | 46            |
| c)                     | 61+ days   | 49            | 31            | 16            | 16            | 16           | 274          | 622           | 683           | 468          | 194           | 139          | 78            |

\* In preparation of this report, it came to our attention the data previously reported (lines 3, 16a and 18) was reported at the NSPM level which also included data for North Dakota and South Dakota. The data in this Attachment, Attachment C, has been updated to reflect only MN data.

| <b>Residential</b>                                |        |        |        |        |        |        |        |        |        |        |        |        |            |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
|   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Total 2019 |
| # Service Installations                           | 173    | 93     | 89     | 105    | 174    | 261    | 365    | 332    | 395    | 372    | 374    | 332    | 3,065      |
| Avg days to complete from customer and site ready | 16.5   | 15.9   | 9.8    | 8.2    | 12.4   | 19.5   | 11.9   | 9.5    | 8.3    | 6.9    | 6.2    | 3.0    | 9.8        |
| <b>Commercial</b>                                 |        |        |        |        |        |        |        |        |        |        |        |        |            |
|   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Total 2019 |
| # Service Installations                           | 8      | 4      | 5      | 2      | 10     | 15     | 18     | 19     | 30     | 29     | 33     | 13     | 186        |
| Avg days to complete from customer and site ready | 10.9   | 6.5    | 19.4   | 13.0   | 11.3   | 10.3   | 13.3   | 8.9    | 9.8    | 11.4   | 10.8   | 6.2    | 10.6       |

| Minnesota Public Utilities Commission<br>Consumer Affairs Office<br>121-7th Place East<br>St. Paul, MN 55101-2147 |                 |       |    |    |    |    |    |   |    |    |    |    |     |             |  |
|---|-----------------|-------|----|----|----|----|----|---|----|----|----|----|-----|-------------|--|
| 7826.20000 REPORTING CUSTOMER COMPLAINTS<br>For the period of January 1, 2019 to December 31, 2019                |                 |       |    |    |    |    |    | Name of Utility: Northern States Power Company<br>Address: 3115 Centre Pointe Drive, Roseville, MN 55113<br>Prepared by: Jeff Eden, Customer Advocate Analyst, Customer Care 303-294-2214 |    |    |    |    |     |             |  |
|   |                 |       |    |    |    |    |    |   |    |    |    |    |     |             |  |
| A. The Number of Complaints Received  |                 |       |    |    |    |    |    |   |    |    |    |    |     |             |  |
| Count of Incident ID  |                 | Month |    |    |    |    |    |   |    |    |    |    |     |             |  |
| Customer Type   | Source          | 1     | 2  | 3  | 4  | 5  | 6  | 7   | 8  | 9  | 10 | 11 | 12  | Grand Total |  |
| Commercial  | Commission      | 0     | 1  | 0  | 1  | 0  | 2  | 1   | 1  | 1  | 6  | 1  | 6   | 20          |  |
|   | Informational   | 0     | 1  | 0  | 0  | 0  | 0  | 0   | 0  | 0  | 0  | 0  | 1   | 2           |  |
|   | Internal        | 1     | 0  | 1  | 0  | 0  | 0  | 0   | 1  | 0  | 0  | 0  | 0   | 3           |  |
|   | Officer         | 0     | 0  | 0  | 0  | 0  | 0  | 1   | 0  | 0  | 0  | 0  | 0   | 1           |  |
|   | Repeat Customer | 0     | 0  | 1  | 0  | 0  | 0  | 0   | 0  | 0  | 0  | 0  | 0   | 1           |  |
| Commercial Total  |                 | 1     | 2  | 2  | 1  | 0  | 2  | 2   | 2  | 1  | 6  | 1  | 7   | 27          |  |
| Residential   | BBB             | 2     | 0  | 1  | 5  | 2  | 3  | 0   | 2  | 3  | 2  | 0  | 1   | 21          |  |
|   | Commission      | 9     | 11 | 15 | 30 | 36 | 27 | 29  | 19 | 26 | 12 | 21 | 135 | 370         |  |
|   | Commission/OAG  | 0     | 0  | 0  | 0  | 1  | 0  | 2   | 1  | 0  | 2  | 0  | 0   | 6           |  |
|   | Informational   | 2     | 1  | 0  | 0  | 1  | 0  | 1   | 0  | 2  | 2  | 1  | 1   | 11          |  |
|   | Internal        | 6     | 7  | 11 | 11 | 9  | 7  | 2   | 8  | 6  | 2  | 4  | 5   | 78          |  |
|   | OAG             | 5     | 5  | 9  | 37 | 34 | 28 | 26  | 27 | 31 | 6  | 8  | 2   | 218         |  |
|   | OAG/Officer     | 0     | 0  | 0  | 1  | 0  | 0  | 0   | 0  | 0  | 0  | 0  | 0   | 1           |  |
|   | Officer         | 1     | 1  | 3  | 2  | 3  | 2  | 3   | 3  | 1  | 1  | 1  | 0   | 21          |  |
|   | Referral        | 0     | 0  | 0  | 1  | 0  | 0  | 0   | 0  | 0  | 0  | 0  | 0   | 1           |  |
|   | Repeat Customer | 0     | 0  | 0  | 0  | 0  | 0  | 1   | 0  | 1  | 0  | 0  | 0   | 2           |  |
| Residential Total   |                 | 25    | 25 | 39 | 87 | 86 | 67 | 64  | 60 | 70 | 27 | 35 | 144 | 729         |  |
| Grand Total   |                 | 26    | 27 | 41 | 88 | 86 | 69 | 66  | 62 | 71 | 33 | 36 | 151 | 756         |  |

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

7826.20000 REPORTING CUSTOMER COMPLAINTS  
For the period of January 1, 2019 to December 31, 2019

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

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

| Count of Incident ID |                              | Month |    |    |    |    |    |    |    |    |    |    |     | Grand Total |
|----------------------|------------------------------|-------|----|----|----|----|----|----|----|----|----|----|-----|-------------|
| Customer Type        | MPUC (From Excel)            | 1     | 2  | 3  | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | 12  |             |
| Commercial           | Billing Error                | 1     | 0  | 1  | 1  | 0  | 0  | 0  | 1  | 0  | 1  | 0  | 1   | 6           |
|                      | High Bill                    | 0     | 0  | 0  | 0  | 0  | 1  | 0  | 0  | 0  | 1  | 0  | 0   | 2           |
|                      | Inaccurate Metering          | 0     | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 1  | 0  | 0   | 1           |
|                      | Inadequate Service           | 0     | 2  | 1  | 0  | 0  | 0  | 1  | 1  | 1  | 1  | 1  | 6   | 14          |
|                      | Service Extension Interval   | 0     | 0  | 0  | 0  | 0  | 1  | 1  | 0  | 0  | 2  | 0  | 0   | 4           |
| Commercial Total     |                              | 1     | 2  | 2  | 1  | 0  | 2  | 2  | 2  | 1  | 6  | 1  | 7   | 27          |
| Residential          | Billing Error                | 7     | 6  | 9  | 10 | 9  | 5  | 5  | 5  | 4  | 4  | 3  | 11  | 78          |
|                      | High Bill                    | 2     | 2  | 2  | 0  | 1  | 1  | 3  | 2  | 0  | 4  | 0  | 4   | 21          |
|                      | Inaccurate Metering          | 3     | 5  | 5  | 7  | 2  | 5  | 1  | 2  | 3  | 2  | 3  | 5   | 43          |
|                      | Inadequate Service           | 10    | 10 | 19 | 61 | 51 | 32 | 30 | 31 | 38 | 13 | 19 | 123 | 437         |
|                      | Wrongful Disconnect          | 3     | 1  | 3  | 6  | 20 | 24 | 20 | 18 | 25 | 2  | 8  | 1   | 131         |
|                      | Service Extension Interval   | 0     | 0  | 0  | 1  | 2  | 0  | 0  | 0  | 0  | 0  | 0  | 0   | 3           |
|                      | Service Restoration Interval | 0     | 1  | 1  | 2  | 1  | 0  | 5  | 2  | 0  | 2  | 2  | 0   | 16          |
| Residential Total    |                              | 25    | 25 | 39 | 87 | 86 | 67 | 64 | 60 | 70 | 27 | 35 | 144 | 729         |

| Count of Incident ID |                              | Column Labels |    |    |    |    |    |    |    |    |    |    |     | Grand Total |
|----------------------|------------------------------|---------------|----|----|----|----|----|----|----|----|----|----|-----|-------------|
| Totals               | Row Labels                   | 1             | 2  | 3  | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | 12  |             |
|                      | Billing Error                | 8             | 6  | 10 | 11 | 9  | 5  | 5  | 6  | 4  | 5  | 3  | 12  | 84          |
|                      | High Bill                    | 2             | 2  | 2  | 0  | 1  | 2  | 3  | 2  | 0  | 5  | 0  | 4   | 23          |
|                      | Inaccurate Metering          | 3             | 5  | 5  | 7  | 2  | 5  | 1  | 2  | 3  | 3  | 3  | 5   | 44          |
|                      | Inadequate Service           | 10            | 12 | 20 | 61 | 51 | 32 | 31 | 32 | 39 | 14 | 20 | 129 | 451         |
|                      | Wrongful Disconnect          | 3             | 1  | 3  | 6  | 20 | 24 | 20 | 18 | 25 | 2  | 8  | 1   | 131         |
|                      | Service Extension Interval   | 0             | 0  | 0  | 1  | 2  | 1  | 1  | 0  | 0  | 2  | 0  | 0   | 7           |
|                      | Service Restoration Interval | 0             | 1  | 1  | 2  | 1  | 0  | 5  | 2  | 0  | 2  | 2  | 0   | 16          |
| Grand Total          |                              | 26            | 27 | 41 | 88 | 86 | 69 | 66 | 62 | 71 | 33 | 36 | 151 | 756         |

|                      |                              | Percentage |        |       |        |       |       |       |       |        |       |        |       |             |
|----------------------|------------------------------|------------|--------|-------|--------|-------|-------|-------|-------|--------|-------|--------|-------|-------------|
| Count of Incident ID |                              | Month      |        |       |        |       |       |       |       |        |       |        |       |             |
| Customer Type        | MPUC (From Excel)            | 1          | 2      | 3     | 4      | 5     | 6     | 7     | 8     | 9      | 10    | 11     | 12    | Grand Total |
| Commercial           | Billing Error                | 100.0%     | 0.0%   | 50.0% | 100.0% |       | 0.0%  | 0.0%  | 50.0% | 0.0%   | 16.7% | 0.0%   | 14.3% | 22.2%       |
|                      | High Bill                    | 0.0%       | 0.0%   | 0.0%  | 0.0%   |       | 50.0% | 0.0%  | 0.0%  | 0.0%   | 16.7% | 0.0%   | 0.0%  | 7.4%        |
|                      | Inaccurate Metering          | 0.0%       | 0.0%   | 0.0%  | 0.0%   |       | 0.0%  | 0.0%  | 0.0%  | 0.0%   | 16.7% | 0.0%   | 0.0%  | 3.7%        |
|                      | Inadequate Service           | 0.0%       | 100.0% | 50.0% | 0.0%   |       | 0.0%  | 50.0% | 50.0% | 100.0% | 16.7% | 100.0% | 85.7% | 51.9%       |
|                      | Service Extension Interval   | 0.0%       | 0.0%   | 0.0%  | 0.0%   |       | 50.0% | 50.0% | 0.0%  | 0.0%   | 33.3% | 0.0%   | 0.0%  | 14.8%       |
| Residential          | Billing Error                | 28.0%      | 24.0%  | 23.1% | 11.5%  | 10.5% | 7.5%  | 7.8%  | 8.3%  | 5.7%   | 14.8% | 8.6%   | 7.6%  | 10.7%       |
|                      | High Bill                    | 8.0%       | 8.0%   | 5.1%  | 0.0%   | 1.2%  | 1.5%  | 4.7%  | 3.3%  | 0.0%   | 14.8% | 0.0%   | 2.8%  | 2.9%        |
|                      | Inaccurate Metering          | 12.0%      | 20.0%  | 12.8% | 8.0%   | 2.3%  | 7.5%  | 1.6%  | 3.3%  | 4.3%   | 7.4%  | 8.6%   | 3.5%  | 5.9%        |
|                      | Inadequate Service           | 40.0%      | 40.0%  | 48.7% | 70.1%  | 59.3% | 47.8% | 46.9% | 51.7% | 54.3%  | 48.1% | 54.3%  | 85.4% | 59.9%       |
|                      | Wrongful Disconnect          | 12.0%      | 4.0%   | 7.7%  | 6.9%   | 23.3% | 35.8% | 31.3% | 30.0% | 35.7%  | 7.4%  | 22.9%  | 0.7%  | 18.0%       |
|                      | Service Extension Interval   | 0.0%       | 0.0%   | 0.0%  | 1.1%   | 2.3%  | 0.0%  | 0.0%  | 0.0%  | 0.0%   | 0.0%  | 0.0%   | 0.0%  | 0.4%        |
|                      | Service Restoration Interval | 0.0%       | 4.0%   | 2.6%  | 2.3%   | 1.2%  | 0.0%  | 7.8%  | 3.3%  | 0.0%   | 7.4%  | 5.7%   | 0.0%  | 2.2%        |
|                      |                              |            |        |       |        |       |       |       |       |        |       |        |       |             |

| Count of Incident ID |                              | Column Labels |        |        |        |        |        |        |        |        |        |        |        | Grand Total |
|----------------------|------------------------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|
|                      | Row Labels                   | 1             | 2      | 3      | 4      | 5      | 6      | 7      | 8      | 9      | 10     | 11     | 12     |             |
|                      | Billing Error                | 30.8%         | 22.2%  | 24.4%  | 12.5%  | 10.5%  | 7.2%   | 7.6%   | 9.7%   | 5.6%   | 15.2%  | 8.3%   | 7.9%   | 11.1%       |
|                      | High Bill                    | 7.7%          | 7.4%   | 4.9%   | 0.0%   | 1.2%   | 2.9%   | 4.5%   | 3.2%   | 0.0%   | 15.2%  | 0.0%   | 2.6%   | 3.0%        |
|                      | Inaccurate Metering          | 11.5%         | 18.5%  | 12.2%  | 8.0%   | 2.3%   | 7.2%   | 1.5%   | 3.2%   | 4.2%   | 9.1%   | 8.3%   | 3.3%   | 5.8%        |
|                      | Inadequate Service           | 38.5%         | 44.4%  | 48.8%  | 69.3%  | 59.3%  | 46.4%  | 47.0%  | 51.6%  | 54.9%  | 42.4%  | 55.6%  | 85.4%  | 59.7%       |
|                      | Wrongful Disconnect          | 11.5%         | 3.7%   | 7.3%   | 6.8%   | 23.3%  | 34.8%  | 30.3%  | 29.0%  | 35.2%  | 6.1%   | 22.2%  | 0.7%   | 17.3%       |
|                      | Service Extension Interval   | 0.0%          | 0.0%   | 0.0%   | 1.1%   | 2.3%   | 1.4%   | 1.5%   | 0.0%   | 0.0%   | 6.1%   | 0.0%   | 0.0%   | 0.9%        |
|                      | Service Restoration Interval | 0.0%          | 3.7%   | 2.4%   | 2.3%   | 1.2%   | 0.0%   | 7.6%   | 3.2%   | 0.0%   | 6.1%   | 5.6%   | 0.0%   | 2.1%        |
| Grand Total          |                              | 100.0%        | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%      |

\*\*Distributed Generation (DG) are included in the "Billing Error", "High Bill" & "Inadequate Service" Complaint Types. In 2019 we had approximately 6 Commercial and 136 Residential complaints regarding DG.

| Minnesota Public Utilities Commission<br>Consumer Affairs Office<br>121-7th Place East<br>St. Paul, MN 55101-2147   |   |        |        |        |        |        |        |        |        |        |        |        |        |       |
|---|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 7826.20000 REPORTING CUSTOMER COMPLAINTS  |   |        |        |        |        |        |        |        |        |        |        |        |        |       |
| For the period of January 1, 2019 to December 31, 2019  |   |        |        |        |        |        |        |        |        |        |        |        |        |       |
| Name of Utility: Northern States Power Company<br>Address: 3115 Centre Pointe Drive, Roseville, MN 55113<br>Prepared by: Jeff Eden, Customer Advocate Analyst, Customer Care 303-294-2214 |   |        |        |        |        |        |        |        |        |        |        |        |        |       |
| C. The Number and Percentage of Complaints Resolved upon:   |   |        |        |        |        |        |        |        |        |        |        |        |        |       |
| CustomerType  | DTR Status                              | Month  |        |        |        |        |        |        |        |        |        |        |        | Total |
|   |   | 1      | 2      | 3      | 4      | 5      | 6      | 7      | 8      | 9      | 10     | 11     | 12     |       |
|   |   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | 2019  |
| Commercial  | Immediate                               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Commercial  | 10 Days or Less                         | 1      | 2      | 2      | 1      | 0      | 2      | 2      | 2      | 1      | 5      | 1      | 6      | 25    |
| Commercial  | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 2     |
| Commercial Total  |   | 1      | 2      | 2      | 1      | 0      | 2      | 2      | 2      | 1      | 6      | 1      | 7      | 27    |
| Industrial  | Immediate                               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial  | 10 Days or Less                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial  | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial Total  |   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Residential   | Immediate                               | 6      | 2      | 7      | 18     | 11     | 16     | 15     | 10     | 13     | 2      | 2      | 4      | 106   |
| Residential   | 10 Days or Less                         | 18     | 19     | 31     | 63     | 72     | 48     | 44     | 45     | 56     | 25     | 31     | 140    | 592   |
| Residential   | Greater Than 10 Days                    | 1      | 4      | 1      | 6      | 3      | 3      | 5      | 5      | 1      | 0      | 2      | 0      | 31    |
| Residential Total   |   | 25     | 25     | 39     | 87     | 86     | 67     | 64     | 60     | 70     | 27     | 35     | 144    | 729   |
| Government  | Immediate                               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government  | 10 Days or Less                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government  | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government Total  |   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Grand Total   | Immediate                               | 6      | 2      | 7      | 18     | 11     | 16     | 15     | 10     | 13     | 2      | 2      | 4      | 106   |
| Grand Total   | 10 Days or Less                         | 19     | 21     | 33     | 64     | 72     | 50     | 46     | 47     | 57     | 30     | 32     | 146    | 617   |
| Grand Total   | Greater Than 10 Days                    | 1      | 4      | 1      | 6      | 3      | 3      | 5      | 5      | 1      | 1      | 2      | 1      | 33    |
| Grand Total   |   | 26     | 27     | 41     | 88     | 86     | 69     | 66     | 62     | 71     | 33     | 36     | 151    | 756   |
| Commercial  | Immediate                               | 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%  |
| Commercial  | 10 Days or Less                         | 100.0% | 100.0% | 100.0% | 100.0% | 0.0%   | 100.0% | 100.0% | 100.0% | 100.0% | 83.3%  | 100.0% | 85.7%  | 92.6% |
| Commercial  | Greater Than 10 Days                    | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 16.7%  | 0.0%   | 14.3%  | 7.4%  |
| Industrial  | Immediate                               | 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%  |
| Industrial  | 10 Days or Less                         | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| Industrial  | Greater Than 10 Days                    | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| Residential   | Immediate                               | 24.0%  | 8.0%   | 17.9%  | 20.7%  | 12.8%  | 23.9%  | 23.4%  | 16.7%  | 18.6%  | 7.4%   | 5.7%   | 2.8%   | 14.5% |
| Residential   | 10 Days or Less                         | 72.0%  | 76.0%  | 79.5%  | 72.4%  | 83.7%  | 71.6%  | 68.8%  | 75.0%  | 80.0%  | 92.6%  | 88.6%  | 97.2%  | 81.2% |
| Residential   | Greater Than 10 Days                    | 4.0%   | 16.0%  | 2.6%   | 6.9%   | 3.5%   | 4.5%   | 7.8%   | 8.3%   | 1.4%   | 0.0%   | 5.7%   | 0.0%   | 4.3%  |
| Government  | Immediate                               | 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%  |
| 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%  |
| Government  | Greater Than 10 Days                    | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| Grand Total   | Immediate                               | 23.1%  | 7.4%   | 17.1%  | 20.5%  | 12.8%  | 23.2%  | 22.7%  | 16.1%  | 18.3%  | 6.1%   | 5.6%   | 2.6%   | 14.0% |
| Grand Total   | 10 Days or Less                         | 73.1%  | 77.8%  | 80.5%  | 72.7%  | 83.7%  | 72.5%  | 69.7%  | 75.8%  | 80.3%  | 90.9%  | 88.9%  | 96.7%  | 81.6% |
| Grand Total   | Greater Than 10 Days                    | 3.8%   | 14.8%  | 2.4%   | 6.8%   | 3.5%   | 4.3%   | 7.6%   | 8.1%   | 1.4%   | 3.0%   | 5.6%   | 0.7%   | 4.4%  |
| D. The Number and Percentage of Complaints Resolved by taking the following actions:  |   |        |        |        |        |        |        |        |        |        |        |        |        |       |
| CustomerType  | MIN Action                              | Month  |        |        |        |        |        |        |        |        |        |        |        | 2019  |
|   |   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |       |
| Commercial  | Action not in Control of Utility        | 0      | 1      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 1      | 0      | 0      | 3     |
| Commercial  | Refuse Action Cust Requested            | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 2      | 1      | 1      | 6     |
| Commercial  | Take Action Cust and Utility Agree Upon | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 0      | 5     |
| Commercial  | Take Action Cust Request                | 0      | 1      | 2      | 1      | 0      | 1      | 1      | 1      | 0      | 3      | 0      | 1      | 11    |
| Commercial Total  |   | 1      | 2      | 2      | 1      | 0      | 2      | 2      | 2      | 1      | 6      | 1      | 2      | 27    |
| Industrial  | Action not in Control of Utility        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial  | Refuse Action Cust Requested            | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial  | Take Action Cust and Utility Agree Upon | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial  | Take Action Cust Request                | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Industrial Total  |   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Residential   | Action not in Control of Utility        | 0      | 3      | 1      | 10     | 6      | 5      | 5      | 7      | 7      | 2      | 5      | 1      | 52    |
| Residential   | Refuse Action Cust Requested            | 9      | 6      | 11     | 12     | 7      | 5      | 6      | 7      | 6      | 5      | 5      | 5      | 84    |
| Residential   | Take Action Cust and Utility Agree Upon | 11     | 7      | 12     | 39     | 47     | 40     | 29     | 31     | 32     | 14     | 11     | 129    | 402   |
| Residential   | Take Action Cust Request                | 5      | 9      | 15     | 26     | 26     | 17     | 24     | 15     | 25     | 6      | 14     | 9      | 191   |
| Residential Total   |   | 25     | 25     | 39     | 87     | 86     | 67     | 64     | 60     | 70     | 27     | 35     | 144    | 729   |
| Government  | Action not in Control of Utility        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government  | Refuse Action Cust Requested            | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government  | Take Action Cust and Utility Agree Upon | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government  | Take Action Cust Request                | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Government Total  |   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Grand Total   | Action not in Control of Utility        | 0      | 4      | 1      | 10     | 6      | 6      | 5      | 7      | 7      | 3      | 5      | 1      | 55    |
| Grand Total   | Refuse Action Cust Requested            | 10     | 7      | 11     | 12     | 7      | 5      | 6      | 8      | 6      | 7      | 6      | 6      | 90    |
| Grand Total   | Take Action Cust and Utility Agree Upon | 11     | 7      | 12     | 39     | 47     | 40     | 30     | 31     | 33     | 14     | 11     | 134    | 409   |
| Grand Total   | Take Action Cust Request                | 5      | 10     | 17     | 27     | 26     | 18     | 25     | 16     | 25     | 9      | 14     | 10     | 202   |
| Grand Total   |   | 26     | 27     | 41     | 88     | 86     | 69     | 66     | 62     | 71     | 33     | 36     | 151    | 756   |
| CustomerType  | MIN Action                              | Month  |        |        |        |        |        |        |        |        |        |        |        | 2019  |
|   |   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |       |
| Commercial  | Action not in Control of Utility        | 0.0%   | 50.0%  | 0.0%   | 0.0%   | 0.0%   | 50.0%  | 0.0%   | 0.0%   | 0.0%   | 16.7%  | 0.0%   | 0.0%   | 11.1% |
| Commercial  | Refuse Action Cust Requested            | 100.0% | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 50.0%  | 0.0%   | 33.3%  | 100.0% | 14.3%  | 22.2% |
| Commercial  | Take Action Cust and Utility Agree Upon | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 50.0%  | 0.0%   | 100.0% | 0.0%   | 71.4%  | 25.9% |
| Commercial  | Take Action Cust Request                | 0.0%   | 50.0%  | 100.0% | 100.0% | 0.0%   | 50.0%  | 50.0%  | 50.0%  | 0.0%   | 50.0%  | 0.0%   | 14.3%  | 40.7% |
| Industrial  | Action not in Control of Utility        | 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%  |
| Industrial  | Refuse Action Cust Requested            | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| 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%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| Industrial  | Take Action Cust Request                | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| Residential   | Action not in Control of Utility        | 0.0%   | 12.0%  | 2.6%   | 11.5%  | 7.0%   | 7.5%   | 7.8%   | 11.7%  | 10.0%  | 7.4%   | 14.3%  | 0.7%   | 7.1%  |
| Residential   | Refuse Action Cust Requested            | 36.0%  | 24.0%  | 28.2%  | 13.8%  | 8.1%   | 7.5%   | 9.4%   | 11.7%  | 8.6%   | 18.5%  | 14.3%  | 3.5%   | 11.5% |
| Residential   | Take Action Cust and Utility Agree Upon | 44.0%  | 28.0%  | 30.8%  | 44.8%  | 54.7%  | 59.7%  | 45.3%  | 51.7%  | 45.7%  | 51.9%  | 31.4%  | 89.6%  | 55.1% |
| Residential   | Take Action Cust Request                | 20.0%  | 36.0%  | 38.5%  | 29.9%  | 30.2%  | 25.4%  | 37.5%  | 25.0%  | 35.7%  | 22.2%  | 40.0%  | 6.3%   | 26.2% |
| Government  | Action not in Control of Utility        | 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%  |
| Government  | Refuse Action Cust Requested            | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| 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%  |
| Government  | Take Action Cust Request                | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%  |
| Total   | Action not in Control of Utility        | 0.0%   | 14.8%  | 2.4%   | 11.4%  | 7.0%   | 8.7%   | 7.6%   | 11.3%  | 9.9%   | 9.1%   | 13.9%  | 0.7%   | 7.3%  |
| Total   | Refuse Action Cust Requested            | 38.5%  | 22.2%  | 26.8%  | 13.6%  | 8.1%   | 7.2%   | 9.1%   | 12.9%  | 8.5%   | 21.2%  | 16.7%  | 4.0%   | 11.9% |
| Total   | Take Action Cust and Utility Agree Upon | 42.3%  | 25.9%  | 29.3%  | 44.3%  | 54.7%  | 58.0%  | 45.5%  | 50.0%  | 46.5%  | 42.4%  | 30.6%  | 88.7%  | 54.1% |
| Total   | Take Action Cust Request                | 19.2%  | 37.0%  | 41.5%  | 30.7%  | 30.2%  | 26.1%  | 37.9%  | 25.8%  | 35.2%  | 27.3%  | 38.9%  | 6.6%   | 26.7% |

\*\*Distributed Generation (DG) are included in the "Billing Error", "High Bill" & "Inadequate Service" Complaint Types. In 2019 we had approximately 6 Commercial and 136 Residential complaints regarding DG.

|   |                |            |    |    |    |    |    |   |    |    |    |    |     |             |  |
|---|----------------|------------|----|----|----|----|----|---|----|----|----|----|-----|-------------|--|
| Minnesota Public Utilities Commission<br>Consumer Affairs Office<br>121-7th Place East<br>St. Paul, MN 55101-2147                     |                |            |    |    |    |    |    |   |    |    |    |    |     |             |  |
| 7826.20000 REPORTING CUSTOMER COMPLAINTS<br>For the period of January 1, 2019 to December 31, 2019                                    |                |            |    |    |    |    |    | Name of Utility: Northern States Power Company<br>Address: 3115 Centre Pointe Drive, Roseville, MN 55113<br>Prepared by: Jeff Eden, Customer Advocate Analyst, Customer Care 303-294-2214 |    |    |    |    |     |             |  |
|   |                |            |    |    |    |    |    |   |    |    |    |    |     |             |  |
| E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action |                |            |    |    |    |    |    |   |    |    |    |    |     |             |  |
| Commission  |                | Commission |    |    |    |    |    |   |    |    |    |    |     |             |  |
|   |                |            |    |    |    |    |    |   |    |    |    |    |     |             |  |
| Count of Incident ID  |                | Month      |    |    |    |    |    |   |    |    |    |    |     |             |  |
| Customer Type   | Source         | 1          | 2  | 3  | 4  | 5  | 6  | 7   | 8  | 9  | 10 | 11 | 12  | Grand Total |  |
| Commercial  | Commission     | 0          | 1  | 0  | 1  | 0  | 2  | 1   | 1  | 1  | 6  | 1  | 6   | 20          |  |
| Commercial Total  |                | 0          | 1  | 0  | 1  | 0  | 2  | 1   | 1  | 1  | 6  | 1  | 6   | 20          |  |
| Residential   | Commission     | 9          | 11 | 15 | 30 | 36 | 27 | 29  | 19 | 26 | 12 | 21 | 135 | 370         |  |
|   | Commission/OAG | 0          | 0  | 0  | 0  | 1  | 0  | 2   | 1  | 0  | 2  | 0  | 0   | 6           |  |
| Residential Total   |                | 9          | 11 | 15 | 30 | 37 | 27 | 31  | 20 | 26 | 14 | 21 | 135 | 376         |  |
| Grand Total   |                | 9          | 12 | 15 | 31 | 37 | 29 | 32  | 21 | 27 | 20 | 22 | 141 | 396         |  |

Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
JANUARY, 2019**

**Turnaround Days for  
Closing a Complaint**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--------------------|-------------------|---------------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 1,630         | 7            | 4            | 0            | 1,641         | 72.13% | 1,632              | 8                 | 1                         |
| Inaccurate Metering              | 6             | 0            | 0            | 0            | 6             | 0.26%  | 6                  | 0                 | 0                         |
| Wrongful Disconnect              | 135           | 2            | 0            | 0            | 137           | 6.02%  | 137                | 0                 | 0                         |
| High Bill*                       | 56            | 0            | 2            | 0            | 58            | 2.55%  | 58                 | 0                 | 0                         |
| Inadequate Service               | 311           | 3            | 1            | 0            | 315           | 13.85% | 315                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 116           | 0            | 2            | 0            | 118           | 5.19%  | 118                | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Total Commercial                 | 2,254         | 12           | 9            | 0            | 2,275         |        | 2,266              | 8                 | 1                         |
| Total Commercial Percentage      | 99.08%        | 0.53%        | 0.40%        | 0.00%        |               |        |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 314           | 2            | 2            | 0            | 318           | 74.65% | 317                | 1                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.23%  | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 21            | 0            | 0            | 0            | 21            | 4.93%  | 21                 | 0                 | 0                         |
| High Bill*                       | 2             | 0            | 0            | 0            | 2             | 0.47%  | 2                  | 0                 | 0                         |
| Inadequate Service               | 45            | 0            | 0            | 0            | 45            | 10.56% | 45                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 39            | 0            | 0            | 0            | 39            | 9.15%  | 39                 | 0                 | 0                         |
| Total Industrial                 | 422           | 2            | 2            | 0            | 426           |        | 425                | 1                 | 0                         |
| Total Industrial Percentage      | 99.06%        | 0.47%        | 0.47%        | 0.00%        |               |        |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 15,882        | 49           | 90           | 8            | 16,029        | 33.13% | 16,021             | 7                 | 1                         |
| Inaccurate Metering              | 15            | 0            | 0            | 0            | 15            | 0.03%  | 15                 | 0                 | 0                         |
| Wrongful Disconnect              | 603           | 4            | 15           | 0            | 622           | 1.29%  | 622                | 0                 | 0                         |
| High Bill*                       | 795           | 3            | 26           | 0            | 824           | 1.70%  | 823                | 0                 | 1                         |
| Inadequate Service               | 29,365        | 161          | 95           | 1            | 29,622        | 61.22% | 29,614             | 7                 | 1                         |
| Service Extension                | 3             | 0            | 0            | 0            | 3             | 0.01%  | 3                  | 0                 | 0                         |
| Service Restoration              | 1,244         | 7            | 12           | 0            | 1,263         | 2.61%  | 1,263              | 0                 | 0                         |
| MR-Special Call Cntr             | 3             | 0            | 0            | 0            | 3             | 0.01%  | 0                  | 0                 | 3                         |
| Complaint                        | 1             | 1            | 0            | 0            | 2             | 0.00%  | 2                  | 0                 | 0                         |
| Total Residential                | 47,911        | 225          | 238          | 9            | 48,383        |        | 48,363             | 14                | 6                         |
| Total Residential Percentage     | 99.02%        | 0.47%        | 0.49%        | 0.02%        |               |        |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>50,587</b> | <b>239</b>   | <b>249</b>   | <b>9</b>     | <b>51,084</b> |        | <b>51,054</b>      | <b>23</b>         | <b>7</b>                  |
| <b>Total ST of MN Percentage</b> | <b>99.03%</b> | <b>0.47%</b> | <b>0.49%</b> | <b>0.02%</b> |               |        |                    |                   |                           |

\* Includes all decoupling calls, complaints of which are reported annually in separate filing on February 1st.



Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
FEBRUARY, 2019**

| Customer Complaint Report<br>FEBRUARY, 2019 |        |            |             |        |        |        | Turnaround Days for<br>Closing a Complaint |                   |                           |
|---|--------|------------|-------------|--------|--------|--------|--|-------------------|---------------------------|
|   | Agree  | Compromise | Demonstrate | Refuse | Total  | %      | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| Commercial                                  |        |            |             |        |        |        |  |                   |                           |
| Billing errors                              | 1,470  | 5          | 3           | 1      | 1,479  | 72.75% | 1,473                                      | 6                 | 0                         |
| Inaccurate Metering                         | 4      | 0          | 0           | 0      | 4      | 0.20%  | 4  | 0                 | 0                         |
| Wrongful Disconnect                         | 105    | 2          | 2           | 0      | 109    | 5.36%  | 109  | 0                 | 0                         |
| High Bill*                                  | 33     | 1          | 4           | 0      | 38     | 1.87%  | 38   | 0                 | 0                         |
| Inadequate Service                          | 320    | 2          | 1           | 0      | 323    | 15.89% | 323  | 0                 | 0                         |
| Service Extension                           | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration                         | 80     | 0          | 0           | 0      | 80     | 3.94%  | 80   | 0                 | 0                         |
| Complaint                                   | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                            | 2,012  | 10         | 10          | 1      | 2,033  |        | 2,027                                      | 6                 | 0                         |
| Total Commercial Percentage                 | 98.97% | 0.49%      | 0.49%       | 0.05%  |        |        |  |                   |                           |
| Industrial                                  |        |            |             |        |        |        |  |                   |                           |
| Billing errors                              | 231    | 0          | 0           | 0      | 231    | 73.57% | 231  | 0                 | 0                         |
| Inaccurate Metering                         | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Wrongful Disconnect                         | 18     | 0          | 0           | 0      | 18     | 5.73%  | 18   | 0                 | 0                         |
| High Bill*                                  | 4      | 0          | 0           | 0      | 4      | 1.27%  | 4  | 0                 | 0                         |
| Inadequate Service                          | 34     | 1          | 0           | 0      | 35     | 11.15% | 35   | 0                 | 0                         |
| Service Extension                           | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration                         | 24     | 2          | 0           | 0      | 26     | 8.28%  | 26   | 0                 | 0                         |
| Total Industrial                            | 311    | 3          | 0           | 0      | 314    |        | 314  | 0                 | 0                         |
| Total Industrial Percentage                 | 99.04% | 0.96%      | 0.00%       | 0.00%  |        |        |  |                   |                           |
| Residential                                 |        |            |             |        |        |        |  |                   |                           |
| Billing errors                              | 13,551 | 44         | 92          | 6      | 13,693 | 35.34% | 13,687                                     | 6                 | 0                         |
| Inaccurate Metering                         | 14     | 0          | 2           | 0      | 16     | 0.04%  | 16   | 0                 | 0                         |
| Wrongful Disconnect                         | 555    | 5          | 22          | 0      | 582    | 1.50%  | 582  | 0                 | 0                         |
| High Bill*                                  | 478    | 4          | 15          | 0      | 497    | 1.28%  | 497  | 0                 | 0                         |
| Inadequate Service                          | 23,112 | 100        | 120         | 2      | 23,334 | 60.22% | 23,332                                     | 1                 | 1                         |
| Service Extension                           | 4      | 0          | 1           | 0      | 5      | 0.01%  | 5  | 0                 | 0                         |
| Service Restoration                         | 617    | 1          | 4           | 0      | 622    | 1.61%  | 622  | 0                 | 0                         |
| MR-Special Call Cntr                        | 2      | 0          | 0           | 0      | 2      | 0.01%  | 0  | 2                 | 0                         |
| Complaint                                   | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Total Residential                           | 38,333 | 154        | 256         | 8      | 38,751 |        | 38,741                                     | 9                 | 1                         |
| Total Residential Percentage                | 98.92% | 0.40%      | 0.66%       | 0.02%  |        |        |  |                   |                           |
| Total State of Minnesota                    | 40,656 | 167        | 266         | 9      | 41,098 |        | 41,082                                     | 15                | 1                         |
| Total ST of MN Percentage                   | 98.92% | 0.41%      | 0.65%       | 0.02%  |        |        |  |                   |                           |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
MARCH, 2019**

**Turnaround Days for  
Closing a Complaint  
Longer  
Initial within than 10  
Inquiry 10 days days**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial Inquiry | within 10 days | than 10 days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|-----------------|----------------|--------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                 |                |              |
| Billing errors                   | 1,579         | 2            | 5            | 0            | 1,586         | 69.93% | 1,580           | 6              | 0            |
| Inaccurate Metering              | 12            | 0            | 1            | 0            | 13            | 0.57%  | 12              | 1              | 0            |
| Wrongful Disconnect              | 162           | 4            | 1            | 0            | 167           | 7.36%  | 167             | 0              | 0            |
| High Bill*                       | 37            | 0            | 1            | 0            | 38            | 1.68%  | 38              | 0              | 0            |
| Inadequate Service               | 318           | 2            | 3            | 0            | 323           | 14.24% | 322             | 1              | 0            |
| Service Extension                | 2             | 0            | 0            | 0            | 2             | 0.09%  | 2               | 0              | 0            |
| Service Restoration              | 134           | 1            | 4            | 0            | 139           | 6.13%  | 139             | 0              | 0            |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0            |
| Total Commercial                 | 2,244         | 9            | 15           | 0            | 2,268         |        | 2,260           | 8              | 0            |
| Total Commercial Percentage      | 98.94%        | 0.40%        | 0.66%        | 0.00%        |               |        |                 |                |              |
| <b>Industrial</b>                |               |              |              |              |               |        |                 |                |              |
| Billing errors                   | 385           | 0            | 1            | 0            | 386           | 75.39% | 383             | 3              | 0            |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0            |
| Wrongful Disconnect              | 15            | 1            | 0            | 0            | 16            | 3.13%  | 16              | 0              | 0            |
| High Bill*                       | 4             | 0            | 0            | 0            | 4             | 0.78%  | 4               | 0              | 0            |
| Inadequate Service               | 52            | 1            | 0            | 0            | 53            | 10.35% | 53              | 0              | 0            |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0            |
| Service Restoration              | 53            | 0            | 0            | 0            | 53            | 10.35% | 52              | 1              | 0            |
| Total Industrial                 | 509           | 2            | 1            | 0            | 512           |        | 508             | 4              | 0            |
| Total Industrial Percentage      | 99.41%        | 0.39%        | 0.20%        | 0.00%        |               |        |                 |                |              |
| <b>Residential</b>               |               |              |              |              |               |        |                 |                |              |
| Billing errors                   | 16,138        | 58           | 101          | 8            | 16,305        | 33.60% | 16,297          | 7              | 1            |
| Inaccurate Metering              | 46            | 0            | 1            | 0            | 47            | 0.10%  | 47              | 0              | 0            |
| Wrongful Disconnect              | 792           | 7            | 14           | 0            | 813           | 1.68%  | 813             | 0              | 0            |
| High Bill*                       | 483           | 1            | 17           | 1            | 502           | 1.03%  | 502             | 0              | 0            |
| Inadequate Service               | 29,786        | 131          | 132          | 5            | 30,054        | 61.94% | 30,048          | 6              | 0            |
| Service Extension                | 4             | 0            | 2            | 0            | 6             | 0.01%  | 6               | 0              | 0            |
| Service Restoration              | 767           | 5            | 18           | 0            | 790           | 1.63%  | 790             | 0              | 0            |
| MR-Special Call Cntr             | 2             | 0            | 0            | 0            | 2             | 0.00%  | 0               | 1              | 1            |
| Complaint                        | 1             | 0            | 0            | 0            | 1             | 0.00%  | 0               | 1              | 0            |
| Total Residential                | 48,019        | 202          | 285          | 14           | 48,520        |        | 48,503          | 15             | 2            |
| Total Residential Percentage     | 98.97%        | 0.42%        | 0.59%        | 0.03%        |               |        |                 |                |              |
| <b>Total State of Minnesota</b>  | <b>50,772</b> | <b>213</b>   | <b>301</b>   | <b>14</b>    | <b>51,300</b> |        | <b>53,064</b>   | <b>27</b>      | <b>2</b>     |
| <b>Total ST of MN Percentage</b> | <b>98.97%</b> | <b>0.42%</b> | <b>0.59%</b> | <b>0.03%</b> |               |        |                 |                |              |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
APRIL, 2019**

**Turnaround Days for  
Closing a Complaint  
Longer  
Initial within than 10  
Inquiry 10 days days**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial Inquiry | within 10 days | Longer than 10 days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|-----------------|----------------|---------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 1,508         | 3            | 5            | 1            | 1,517         | 70.33% | 1,510           | 6              | 1                   |
| Inaccurate Metering              | 7             | 0            | 0            | 0            | 7             | 0.32%  | 7               | 0              | 0                   |
| Wrongful Disconnect              | 135           | 2            | 1            | 0            | 138           | 6.40%  | 138             | 0              | 0                   |
| High Bill*                       | 25            | 2            | 2            | 0            | 29            | 1.34%  | 29              | 0              | 0                   |
| Inadequate Service               | 266           | 2            | 1            | 0            | 269           | 12.47% | 269             | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Service Restoration              | 196           | 0            | 1            | 0            | 197           | 9.13%  | 197             | 0              | 0                   |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Total Commercial                 | 2,137         | 9            | 10           | 1            | 2,157         |        | 2,150           | 6              | 1                   |
| Total Commercial Percentage      | 99.07%        | 0.42%        | 0.46%        | 0.05%        |               |        |                 |                |                     |
| <b>Industrial</b>                |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 286           | 1            | 1            | 0            | 288           | 73.28% | 286             | 2              | 0                   |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Wrongful Disconnect              | 18            | 0            | 0            | 0            | 18            | 4.58%  | 18              | 0              | 0                   |
| High Bill*                       | 2             | 0            | 0            | 0            | 2             | 0.51%  | 2               | 0              | 0                   |
| Inadequate Service               | 37            | 1            | 0            | 0            | 38            | 9.67%  | 38              | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Service Restoration              | 45            | 0            | 2            | 0            | 47            | 11.96% | 47              | 0              | 0                   |
| Total Industrial                 | 388           | 2            | 3            | 0            | 393           |        | 391             | 2              | 0                   |
| Total Industrial Percentage      | 98.73%        | 0.51%        | 0.76%        | 0.00%        |               |        |                 |                |                     |
| <b>Residential</b>               |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 18,466        | 48           | 97           | 7            | 18,618        | 29.77% | 18,610          | 8              | 0                   |
| Inaccurate Metering              | 15            | 1            | 3            | 0            | 19            | 0.03%  | 19              | 0              | 0                   |
| Wrongful Disconnect              | 5,584         | 59           | 154          | 2            | 5,799         | 9.27%  | 5,796           | 3              | 0                   |
| High Bill*                       | 318           | 3            | 9            | 0            | 330           | 0.53%  | 330             | 0              | 0                   |
| Inadequate Service               | 35,726        | 239          | 215          | 4            | 36,184        | 57.87% | 36,174          | 9              | 1                   |
| Service Extension                | 9             | 0            | 3            | 0            | 12            | 0.02%  | 12              | 0              | 0                   |
| Service Restoration              | 1,548         | 8            | 10           | 1            | 1,567         | 2.51%  | 1,567           | 0              | 0                   |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Complaint                        | 1             | 0            | 0            | 0            | 1             | 0.00%  | 0               | 1              | 0                   |
| Total Residential                | 61,667        | 358          | 491          | 14           | 62,530        |        | 62,508          | 21             | 1                   |
| Total Residential Percentage     | 98.62%        | 0.57%        | 0.79%        | 0.02%        |               |        |                 |                |                     |
| <b>Total State of Minnesota</b>  | <b>64,192</b> | <b>369</b>   | <b>504</b>   | <b>15</b>    | <b>65,080</b> |        | <b>65,049</b>   | <b>29</b>      | <b>2</b>            |
| <b>Total ST of MN Percentage</b> | <b>98.64%</b> | <b>0.57%</b> | <b>0.77%</b> | <b>0.02%</b> |               |        |                 |                |                     |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
MAY, 2019**

**Turnaround Days for  
Closing a Complaint**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--------------------|-------------------|---------------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 1,878         | 4            | 4            | 0            | 1,886         | 81.75% | 1,880              | 5                 | 1                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3             | 0.13%  | 3                  | 0                 | 0                         |
| Wrongful Disconnect              | 93            | 1            | 1            | 0            | 95            | 4.12%  | 95                 | 0                 | 0                         |
| High Bill*                       | 15            | 1            | 3            | 0            | 19            | 0.82%  | 18                 | 1                 | 0                         |
| Inadequate Service               | 173           | 7            | 0            | 0            | 180           | 7.80%  | 180                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 123           | 0            | 1            | 0            | 124           | 5.37%  | 124                | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Total Commercial                 | 2,285         | 13           | 9            | 0            | 2,307         |        | 2,300              | 6                 | 1                         |
| Total Commercial Percentage      | 99.05%        | 0.56%        | 0.39%        | 0.00%        |               |        |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 368           | 1            | 3            | 0            | 372           | 79.15% | 369                | 3                 | 0                         |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Wrongful Disconnect              | 10            | 1            | 0            | 0            | 11            | 2.34%  | 11                 | 0                 | 0                         |
| High Bill*                       | 2             | 1            | 0            | 0            | 3             | 0.64%  | 3                  | 0                 | 0                         |
| Inadequate Service               | 49            | 1            | 0            | 0            | 50            | 10.64% | 50                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 33            | 0            | 1            | 0            | 34            | 7.23%  | 34                 | 0                 | 0                         |
| Total Industrial                 | 462           | 4            | 4            | 0            | 470           |        | 467                | 3                 | 0                         |
| Total Industrial Percentage      | 98.30%        | 0.85%        | 0.85%        | 0.00%        |               |        |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 23,669        | 57           | 96           | 4            | 23,826        | 46.55% | 23,820             | 5                 | 1                         |
| Inaccurate Metering              | 10            | 0            | 0            | 0            | 10            | 0.02%  | 9                  | 1                 | 0                         |
| Wrongful Disconnect              | 6,779         | 97           | 204          | 1            | 7,081         | 13.83% | 7,081              | 0                 | 0                         |
| High Bill*                       | 160           | 1            | 1            | 0            | 162           | 0.32%  | 162                | 0                 | 0                         |
| Inadequate Service               | 18,838        | 137          | 192          | 3            | 19,170        | 37.45% | 19,166             | 4                 | 0                         |
| Service Extension                | 9             | 0            | 0            | 0            | 9             | 0.02%  | 9                  | 0                 | 0                         |
| Service Restoration              | 907           | 1            | 15           | 0            | 923           | 1.80%  | 922                | 1                 | 0                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Complaint                        | 3             | 1            | 0            | 0            | 4             | 0.01%  | 1                  | 3                 | 0                         |
| Total Residential                | 50,375        | 294          | 508          | 8            | 51,185        |        | 51,170             | 14                | 1                         |
| Total Residential Percentage     | 98.42%        | 0.57%        | 0.99%        | 0.02%        |               |        |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>53,122</b> | <b>311</b>   | <b>521</b>   | <b>8</b>     | <b>53,962</b> |        | <b>53,937</b>      | <b>23</b>         | <b>2</b>                  |
| <b>Total ST of MN Percentage</b> | <b>98.44%</b> | <b>0.58%</b> | <b>0.97%</b> | <b>0.01%</b> |               |        |                    |                   |                           |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
JUNE, 2019**

**Turnaround Days for  
Closing a Complaint**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--------------------|-------------------|---------------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 1,381         | 4            | 2            | 0            | 1,387         | 77.92% | 1,384              | 3                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.06%  | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 87            | 2            | 1            | 0            | 90            | 5.06%  | 90                 | 0                 | 0                         |
| High Bill*                       | 15            | 0            | 0            | 0            | 15            | 0.84%  | 15                 | 0                 | 0                         |
| Inadequate Service               | 176           | 0            | 2            | 0            | 178           | 10.00% | 178                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 108           | 0            | 1            | 0            | 109           | 6.12%  | 109                | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Total Commercial                 | 1,768         | 6            | 6            | 0            | 1,780         |        | 1,777              | 3                 | 0                         |
| Total Commercial Percentage      | 99.33%        | 0.34%        | 0.34%        | 0.00%        |               |        |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 289           | 2            | 0            | 0            | 291           | 76.58% | 291                | 0                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.26%  | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 16            | 0            | 0            | 0            | 16            | 4.21%  | 16                 | 0                 | 0                         |
| High Bill*                       | 1             | 0            | 0            | 0            | 1             | 0.26%  | 1                  | 0                 | 0                         |
| Inadequate Service               | 24            | 0            | 0            | 0            | 24            | 6.32%  | 23                 | 1                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 47            | 0            | 0            | 0            | 47            | 12.37% | 47                 | 0                 | 0                         |
| Total Industrial                 | 378           | 2            | 0            | 0            | 380           |        | 379                | 1                 | 0                         |
| Total Industrial Percentage      | 99.47%        | 0.53%        | 0.00%        | 0.00%        |               |        |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 20,334        | 56           | 109          | 4            | 20,503        | 50.99% | 20,497             | 5                 | 1                         |
| Inaccurate Metering              | 11            | 0            | 2            | 0            | 13            | 0.03%  | 13                 | 0                 | 0                         |
| Wrongful Disconnect              | 4,633         | 30           | 94           | 4            | 4,761         | 11.84% | 4,761              | 0                 | 0                         |
| High Bill*                       | 212           | 2            | 9            | 0            | 223           | 0.55%  | 223                | 0                 | 0                         |
| Inadequate Service               | 13,598        | 66           | 107          | 3            | 13,774        | 34.25% | 13,769             | 5                 | 0                         |
| Service Extension                | 8             | 0            | 4            | 0            | 12            | 0.03%  | 12                 | 0                 | 0                         |
| Service Restoration              | 901           | 4            | 13           | 0            | 918           | 2.28%  | 918                | 0                 | 0                         |
| MR-Special Call Cntr             | 1             | 0            | 0            | 0            | 1             | 0.00%  | 0                  | 1                 | 0                         |
| Complaint                        | 6             | 0            | 1            | 0            | 7             | 0.02%  | 6                  | 1                 | 0                         |
| Total Residential                | 39,704        | 158          | 339          | 11           | 40,212        |        | 40,199             | 12                | 1                         |
| Total Residential Percentage     | 98.74%        | 0.39%        | 0.84%        | 0.03%        |               |        |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>41,850</b> | <b>166</b>   | <b>345</b>   | <b>11</b>    | <b>42,372</b> |        | <b>42,355</b>      | <b>16</b>         | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>98.77%</b> | <b>0.39%</b> | <b>0.81%</b> | <b>0.03%</b> |               |        |                    |                   |                           |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
JULY, 2019**

**Turnaround Days for  
Closing a Complaint**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial Inquiry | within 10 days | Longer than 10 days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|-----------------|----------------|---------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 1,492         | 6            | 2            | 0            | 1,500         | 74.89% | 1,492           | 6              | 2                   |
| Inaccurate Metering              | 3             | 0            | 1            | 0            | 4             | 0.20%  | 4               | 0              | 0                   |
| Wrongful Disconnect              | 101           | 1            | 0            | 0            | 102           | 5.09%  | 102             | 0              | 0                   |
| High Bill*                       | 40            | 0            | 0            | 0            | 40            | 2.00%  | 40              | 0              | 0                   |
| Inadequate Service               | 198           | 4            | 2            | 0            | 204           | 10.18% | 204             | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Service Restoration              | 151           | 1            | 1            | 0            | 153           | 7.64%  | 153             | 0              | 0                   |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Total Commercial                 | 1,985         | 12           | 6            | 0            | 2,003         |        | 1,995           | 6              | 2                   |
| Total Commercial Percentage      | 99.10%        | 0.60%        | 0.30%        | 0.00%        |               |        |                 |                |                     |
| <b>Industrial</b>                |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 367           | 1            | 1            | 0            | 369           | 72.21% | 365             | 2              | 2                   |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Wrongful Disconnect              | 19            | 0            | 0            | 0            | 19            | 3.72%  | 19              | 0              | 0                   |
| High Bill*                       | 3             | 0            | 0            | 0            | 3             | 0.59%  | 3               | 0              | 0                   |
| Inadequate Service               | 35            | 0            | 0            | 0            | 35            | 6.85%  | 35              | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Service Restoration              | 85            | 0            | 0            | 0            | 85            | 16.63% | 85              | 0              | 0                   |
| Total Industrial                 | 509           | 1            | 1            | 0            | 511           |        | 507             | 2              | 2                   |
| Total Industrial Percentage      | 99.61%        | 0.20%        | 0.20%        | 0.00%        |               |        |                 |                |                     |
| <b>Residential</b>               |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 24,487        | 68           | 123          | 13           | 24,691        | 51.27% | 24,687          | 4              | 0                   |
| Inaccurate Metering              | 14            | 0            | 1            | 0            | 15            | 0.03%  | 15              | 0              | 0                   |
| Wrongful Disconnect              | 4,480         | 50           | 77           | 2            | 4,609         | 9.57%  | 4,608           | 1              | 0                   |
| High Bill*                       | 427           | 2            | 10           | 0            | 439           | 0.91%  | 439             | 0              | 0                   |
| Inadequate Service               | 16,378        | 92           | 118          | 5            | 16,593        | 34.45% | 16,591          | 2              | 0                   |
| Service Extension                | 5             | 0            | 1            | 0            | 6             | 0.01%  | 6               | 0              | 0                   |
| Service Restoration              | 1,768         | 5            | 29           | 1            | 1,803         | 3.74%  | 1,802           | 0              | 1                   |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Complaint                        | 3             | 0            | 0            | 0            | 3             | 0.01%  | 1               | 2              | 0                   |
| Total Residential                | 47,562        | 217          | 359          | 21           | 48,159        |        | 48,149          | 9              | 1                   |
| Total Residential Percentage     | 98.76%        | 0.45%        | 0.75%        | 0.04%        |               |        |                 |                |                     |
| <b>Total State of Minnesota</b>  | <b>50,056</b> | <b>230</b>   | <b>366</b>   | <b>21</b>    | <b>50,673</b> |        | <b>50,651</b>   | <b>17</b>      | <b>5</b>            |
| <b>Total ST of MN Percentage</b> | <b>98.78%</b> | <b>0.45%</b> | <b>0.72%</b> | <b>0.04%</b> |               |        |                 |                |                     |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
AUGUST, 2019**

**Turnaround Days for  
Closing a Complaint**

|                                  |               |                   |                    |               |               |          |               | <b>Initial<br/>Inquiry</b> | <b>within<br/>10 days</b> | <b>Longer<br/>than 10<br/>days</b> |
|----------------------------------|---------------|-------------------|--------------------|---------------|---------------|----------|---------------|----------------------------|---------------------------|------------------------------------|
|                                  | <b>Agree</b>  | <b>Compromise</b> | <b>Demonstrate</b> | <b>Refuse</b> | <b>Total</b>  | <b>%</b> |               |                            |                           |                                    |
| <b>Commercial</b>                |               |                   |                    |               |               |          |               |                            |                           |                                    |
| Billing errors                   | 1,983         | 4                 | 7                  | 0             | 1,994         | 80.21%   | 1,991         | 3                          | 0                         |                                    |
| Inaccurate Metering              | 3             | 0                 | 0                  | 0             | 3             | 0.12%    | 3             | 0                          | 0                         |                                    |
| Wrongful Disconnect              | 105           | 2                 | 0                  | 0             | 107           | 4.30%    | 107           | 0                          | 0                         |                                    |
| High Bill*                       | 50            | 0                 | 3                  | 0             | 53            | 2.13%    | 52            | 1                          | 0                         |                                    |
| Inadequate Service               | 198           | 1                 | 0                  | 1             | 200           | 8.05%    | 200           | 0                          | 0                         |                                    |
| Service Extension                | 1             | 0                 | 0                  | 0             | 1             | 0.04%    | 1             | 0                          | 0                         |                                    |
| Service Restoration              | 125           | 1                 | 2                  | 0             | 128           | 5.15%    | 128           | 0                          | 0                         |                                    |
| Complaint                        | 0             | 0                 | 0                  | 0             | 0             | 0.00%    | 0             | 0                          | 0                         |                                    |
| Total Commercial                 | 2,465         | 8                 | 12                 | 1             | 2,486         |          | 2,482         | 4                          | 0                         |                                    |
| Total Commercial Percentage      | 99.16%        | 0.32%             | 0.48%              | 0.04%         |               |          |               |                            |                           |                                    |
| <b>Industrial</b>                |               |                   |                    |               |               |          |               |                            |                           |                                    |
| Billing errors                   | 359           | 0                 | 1                  | 0             | 360           | 74.23%   | 356           | 4                          | 0                         |                                    |
| Inaccurate Metering              | 2             | 0                 | 0                  | 0             | 2             | 0.41%    | 2             | 0                          | 0                         |                                    |
| Wrongful Disconnect              | 20            | 0                 | 0                  | 0             | 20            | 4.12%    | 20            | 0                          | 0                         |                                    |
| High Bill*                       | 3             | 0                 | 1                  | 0             | 4             | 0.82%    | 4             | 0                          | 0                         |                                    |
| Inadequate Service               | 53            | 0                 | 0                  | 0             | 53            | 10.93%   | 53            | 0                          | 0                         |                                    |
| Service Extension                | 0             | 0                 | 0                  | 0             | 0             | 0.00%    | 0             | 0                          | 0                         |                                    |
| Service Restoration              | 45            | 0                 | 1                  | 0             | 46            | 9.48%    | 46            | 0                          | 0                         |                                    |
| Total Industrial                 | 482           | 0                 | 3                  | 0             | 485           |          | 481           | 4                          | 0                         |                                    |
| Total Industrial Percentage      | 99.38%        | 0.00%             | 0.62%              | 0.00%         |               |          |               |                            |                           |                                    |
| <b>Residential</b>               |               |                   |                    |               |               |          |               |                            |                           |                                    |
| Billing errors                   | 23,543        | 77                | 134                | 11            | 23,765        | 53.70%   | 23,763        | 2                          | 0                         |                                    |
| Inaccurate Metering              | 8             | 0                 | 0                  | 0             | 8             | 0.02%    | 8             | 0                          | 0                         |                                    |
| Wrongful Disconnect              | 4,470         | 44                | 82                 | 3             | 4,599         | 10.39%   | 4,598         | 1                          | 0                         |                                    |
| High Bill*                       | 704           | 4                 | 22                 | 1             | 731           | 1.65%    | 731           | 0                          | 0                         |                                    |
| Inadequate Service               | 14,079        | 86                | 145                | 1             | 14,311        | 32.34%   | 14,303        | 7                          | 1                         |                                    |
| Service Extension                | 3             | 0                 | 1                  | 0             | 4             | 0.01%    | 4             | 0                          | 0                         |                                    |
| Service Restoration              | 818           | 3                 | 11                 | 0             | 832           | 1.88%    | 831           | 1                          | 0                         |                                    |
| MR-Special Call Cntr             | 0             | 0                 | 0                  | 0             | 0             | 0.00%    | 0             | 0                          | 0                         |                                    |
| Complaint                        | 3             | 1                 | 0                  | 1             | 5             | 0.01%    | 3             | 2                          | 0                         |                                    |
| Total Residential                | 43,628        | 215               | 395                | 17            | 44,255        |          | 44,241        | 13                         | 1                         |                                    |
| Total Residential Percentage     | 98.58%        | 0.49%             | 0.89%              | 0.04%         |               |          |               |                            |                           |                                    |
| <b>Total State of Minnesota</b>  | <b>46,575</b> | <b>223</b>        | <b>410</b>         | <b>18</b>     | <b>47,226</b> |          | <b>47,204</b> | <b>21</b>                  | <b>1</b>                  |                                    |
| <b>Total ST of MN Percentage</b> | <b>98.62%</b> | <b>0.47%</b>      | <b>0.87%</b>       | <b>0.04%</b>  |               |          |               |                            |                           |                                    |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
SEPTEMBER, 2019**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Turnaround Days for<br>Closing a Complaint |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--|-------------------|---------------------------|
|                                  |               |              |              |              |               |        | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 1,341         | 5            | 5            | 1            | 1,352         | 78.11% | 1,347                                      | 5                 | 0                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3             | 0.17%  | 3  | 0                 | 0                         |
| Wrongful Disconnect              | 78            | 1            | 0            | 0            | 79            | 4.56%  | 79   | 0                 | 0                         |
| High Bill*                       | 30            | 0            | 0            | 0            | 30            | 1.73%  | 30   | 0                 | 0                         |
| Inadequate Service               | 138           | 2            | 3            | 0            | 143           | 8.26%  | 143  | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 124           | 0            | 0            | 0            | 124           | 7.16%  | 124  | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                 | 1,714         | 8            | 8            | 1            | 1,731         |        | 1,726                                      | 5                 | 0                         |
| Total Commercial Percentage      | 99.02%        | 0.46%        | 0.46%        | 0.06%        |               |        |  |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 263           | 0            | 1            | 0            | 264           | 68.39% | 261  | 3                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.26%  | 1  | 0                 | 0                         |
| Wrongful Disconnect              | 26            | 0            | 0            | 0            | 26            | 6.74%  | 26   | 0                 | 0                         |
| High Bill*                       | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Inadequate Service               | 33            | 0            | 0            | 0            | 33            | 8.55%  | 33   | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 61            | 1            | 0            | 0            | 62            | 16.06% | 62   | 0                 | 0                         |
| Total Industrial                 | 384           | 1            | 1            | 0            | 386           |        | 383  | 3                 | 0                         |
| Total Industrial Percentage      | 99.48%        | 0.26%        | 0.26%        | 0.00%        |               |        |  |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 16,915        | 49           | 99           | 5            | 17,068        | 48.50% | 17,067                                     | 1                 | 0                         |
| Inaccurate Metering              | 4             | 0            | 1            | 0            | 5             | 0.01%  | 5  | 0                 | 0                         |
| Wrongful Disconnect              | 4,217         | 23           | 58           | 3            | 4,301         | 12.22% | 4,301                                      | 0                 | 0                         |
| High Bill*                       | 290           | 1            | 12           | 0            | 303           | 0.86%  | 303  | 0                 | 0                         |
| Inadequate Service               | 12,455        | 41           | 104          | 5            | 12,605        | 35.82% | 12,601                                     | 4                 | 0                         |
| Service Extension                | 2             | 0            | 4            | 0            | 6             | 0.02%  | 6  | 0                 | 0                         |
| Service Restoration              | 877           | 2            | 18           | 0            | 897           | 2.55%  | 897  | 0                 | 0                         |
| MR-Special Call Cntr             | 2             | 0            | 0            | 0            | 2             | 0.01%  | 0  | 2                 | 0                         |
| Complaint                        | 3             | 0            | 0            | 0            | 3             | 0.01%  | 0  | 3                 | 0                         |
| Total Residential                | 34,765        | 116          | 296          | 13           | 35,190        |        | 35,180                                     | 10                | 0                         |
| Total Residential Percentage     | 98.79%        | 0.33%        | 0.84%        | 0.04%        |               |        |  |                   |                           |
| <b>Total State of Minnesota</b>  | <b>36,863</b> | <b>125</b>   | <b>305</b>   | <b>14</b>    | <b>37,307</b> |        | <b>37,289</b>                              | <b>18</b>         | <b>0</b>                  |
| <b>Total ST of MN Percentage</b> | <b>98.81%</b> | <b>0.34%</b> | <b>0.82%</b> | <b>0.04%</b> |               |        |  |                   |                           |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.



Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
OCTOBER, 2019**

| Customer Complaint Report<br>OCTOBER, 2019 |        |            |             |        |        |        | Turnaround Days for<br>Closing a Complaint |                   |                           |
|--|--------|------------|-------------|--------|--------|--------|--|-------------------|---------------------------|
|  | Agree  | Compromise | Demonstrate | Refuse | Total  | %      | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| Commercial                                 |        |            |             |        |        |        |  |                   |                           |
| Billing errors                             | 1,822  | 9          | 2           | 0      | 1,833  | 79.97% | 1,825                                      | 8                 | 0                         |
| Inaccurate Metering                        | 3      | 0          | 0           | 0      | 3      | 0.13%  | 3  | 0                 | 0                         |
| Wrongful Disconnect                        | 71     | 0          | 0           | 0      | 71     | 3.10%  | 71   | 0                 | 0                         |
| High Bill*                                 | 27     | 2          | 2           | 0      | 31     | 1.35%  | 30   | 1                 | 0                         |
| Inadequate Service                         | 230    | 1          | 1           | 0      | 232    | 10.12% | 231  | 1                 | 0                         |
| Service Extension                          | 1      | 0          | 0           | 0      | 1      | 0.04%  | 1  | 0                 | 0                         |
| Service Restoration                        | 118    | 1          | 2           | 0      | 121    | 5.28%  | 121  | 0                 | 0                         |
| Complaint                                  | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                           | 2,272  | 13         | 7           | 0      | 2,292  |        | 2,282                                      | 10                | 0                         |
| Total Commercial Percentage                | 99.13% | 0.57%      | 0.31%       | 0.00%  |        |        |  |                   |                           |
| Industrial                                 |        |            |             |        |        |        |  |                   |                           |
| Billing errors                             | 357    | 2          | 0           | 0      | 359    | 74.64% | 357  | 1                 | 1                         |
| Inaccurate Metering                        | 1      | 0          | 0           | 0      | 1      | 0.21%  | 1  | 0                 | 0                         |
| Wrongful Disconnect                        | 7      | 1          | 0           | 0      | 8      | 1.66%  | 8  | 0                 | 0                         |
| High Bill*                                 | 1      | 0          | 0           | 0      | 1      | 0.21%  | 1  | 0                 | 0                         |
| Inadequate Service                         | 59     | 0          | 0           | 0      | 59     | 12.27% | 59   | 0                 | 0                         |
| Service Extension                          | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration                        | 51     | 0          | 2           | 0      | 53     | 11.02% | 53   | 0                 | 0                         |
| Total Industrial                           | 476    | 3          | 2           | 0      | 481    |        | 479  | 1                 | 1                         |
| Total Industrial Percentage                | 98.96% | 0.62%      | 0.42%       | 0.00%  |        |        |  |                   |                           |
| Residential                                |        |            |             |        |        |        |  |                   |                           |
| Billing errors                             | 21,905 | 46         | 127         | 8      | 22,086 | 57.32% | 22,076                                     | 10                | 0                         |
| Inaccurate Metering                        | 11     | 0          | 1           | 0      | 12     | 0.03%  | 12   | 0                 | 0                         |
| Wrongful Disconnect                        | 1,922  | 6          | 21          | 0      | 1,949  | 5.06%  | 1,949                                      | 0                 | 0                         |
| High Bill*                                 | 264    | 0          | 7           | 1      | 272    | 0.71%  | 272  | 0                 | 0                         |
| Inadequate Service                         | 13,310 | 58         | 120         | 3      | 13,491 | 35.01% | 13,481                                     | 9                 | 1                         |
| Service Extension                          | 5      | 0          | 4           | 0      | 9      | 0.02%  | 9  | 0                 | 0                         |
| Service Restoration                        | 699    | 4          | 7           | 0      | 710    | 1.84%  | 710  | 0                 | 0                         |
| MR-Special Call Cntr                       | 1      | 0          | 0           | 0      | 1      | 0.00%  | 0  | 1                 | 0                         |
| Complaint                                  | 1      | 0          | 0           | 0      | 1      | 0.00%  | 0  | 1                 | 0                         |
| Total Residential                          | 38,118 | 114        | 287         | 12     | 38,531 |        | 38,509                                     | 21                | 1                         |
| Total Residential Percentage               | 98.93% | 0.30%      | 0.74%       | 0.03%  |        |        |  |                   |                           |
| Total State of Minnesota                   | 40,866 | 130        | 296         | 12     | 41,304 |        | 41,270                                     | 32                | 2                         |
| Total ST of MN Percentage                  | 98.94% | 0.31%      | 0.72%       | 0.03%  |        |        |  |                   |                           |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
NOVEMBER, 2019**

**Turnaround Days for  
Closing a Complaint  
Longer  
Initial within than 10  
Inquiry 10 days days**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial Inquiry | within 10 days | Longer than 10 days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|-----------------|----------------|---------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 1,462         | 1            | 1            | 0            | 1,464         | 79.78% | 1,457           | 7              | 0                   |
| Inaccurate Metering              | 4             | 0            | 0            | 0            | 4             | 0.22%  | 4               | 0              | 0                   |
| Wrongful Disconnect              | 81            | 0            | 0            | 0            | 81            | 4.41%  | 81              | 0              | 0                   |
| High Bill*                       | 17            | 0            | 1            | 0            | 18            | 0.98%  | 18              | 0              | 0                   |
| Inadequate Service               | 169           | 0            | 2            | 0            | 171           | 9.32%  | 171             | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Service Restoration              | 94            | 2            | 1            | 0            | 97            | 5.29%  | 96              | 1              | 0                   |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Total Commercial                 | 1,827         | 3            | 5            | 0            | 1,835         |        | 1,827           | 8              | 0                   |
| Total Commercial Percentage      | 99.56%        | 0.16%        | 0.27%        | 0.00%        |               |        |                 |                |                     |
| <b>Industrial</b>                |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 270           | 1            | 0            | 0            | 271           | 75.28% | 268             | 3              | 0                   |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Wrongful Disconnect              | 14            | 0            | 0            | 0            | 14            | 3.89%  | 14              | 0              | 0                   |
| High Bill*                       | 4             | 0            | 0            | 0            | 4             | 1.11%  | 4               | 0              | 0                   |
| Inadequate Service               | 40            | 0            | 0            | 0            | 40            | 11.11% | 40              | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Service Restoration              | 30            | 1            | 0            | 0            | 31            | 8.61%  | 30              | 1              | 0                   |
| Total Industrial                 | 358           | 2            | 0            | 0            | 360           |        | 356             | 4              | 0                   |
| Total Industrial Percentage      | 99.44%        | 0.56%        | 0.00%        | 0.00%        |               |        |                 |                |                     |
| <b>Residential</b>               |               |              |              |              |               |        |                 |                |                     |
| Billing errors                   | 17,609        | 53           | 80           | 5            | 17,747        | 50.52% | 17,743          | 3              | 1                   |
| Inaccurate Metering              | 13            | 0            | 0            | 0            | 13            | 0.04%  | 13              | 0              | 0                   |
| Wrongful Disconnect              | 1,938         | 9            | 23           | 1            | 1,971         | 5.61%  | 1,971           | 0              | 0                   |
| High Bill*                       | 163           | 0            | 4            | 0            | 167           | 0.48%  | 167             | 0              | 0                   |
| Inadequate Service               | 14,548        | 54           | 80           | 0            | 14,682        | 41.79% | 14,677          | 5              | 0                   |
| Service Extension                | 0             | 0            | 1            | 0            | 1             | 0.00%  | 1               | 0              | 0                   |
| Service Restoration              | 535           | 2            | 9            | 1            | 547           | 1.56%  | 546             | 1              | 0                   |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0               | 0              | 0                   |
| Complaint                        | 1             | 0            | 0            | 0            | 1             | 0.00%  | 1               | 0              | 0                   |
| Total Residential                | 34,807        | 118          | 197          | 7            | 35,129        |        | 35,119          | 9              | 1                   |
| Total Residential Percentage     | 99.08%        | 0.34%        | 0.56%        | 0.02%        |               |        |                 |                |                     |
| <b>Total State of Minnesota</b>  | <b>36,992</b> | <b>123</b>   | <b>202</b>   | <b>7</b>     | <b>37,324</b> |        | <b>37,302</b>   | <b>21</b>      | <b>1</b>            |
| <b>Total ST of MN Percentage</b> | <b>99.11%</b> | <b>0.33%</b> | <b>0.54%</b> | <b>0.02%</b> |               |        |                 |                |                     |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy  
Service Quality Report 2019  
Minn. Rules 7826.2000

**Customer Complaint Report  
DECEMBER, 2019**

**Turnaround Days for  
Closing a Complaint**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--------------------|-------------------|---------------------------|
| <b>Commercial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 1390          | 3            | 1            | 0            | 1,394         | 81.00% | 1,389              | 4                 | 1                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.06%  | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 64            | 0            | 0            | 0            | 64            | 3.72%  | 64                 | 0                 | 0                         |
| High Bill*                       | 18            | 0            | 1            | 0            | 19            | 1.10%  | 19                 | 0                 | 0                         |
| Inadequate Service               | 177           | 0            | 2            | 0            | 179           | 10.40% | 178                | 1                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 64            | 0            | 0            | 0            | 64            | 3.72%  | 64                 | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Total Commercial                 | 1,714         | 3            | 4            | 0            | 1,721         |        | 1,715              | 5                 | 1                         |
| Total Commercial Percentage      | 99.59%        | 0.17%        | 0.23%        | 0.00%        |               |        |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 293           | 2            | 0            | 0            | 295           | 76.62% | 293                | 1                 | 1                         |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Wrongful Disconnect              | 21            | 0            | 0            | 0            | 21            | 5.45%  | 21                 | 0                 | 0                         |
| High Bill*                       | 5             | 0            | 0            | 0            | 5             | 1.30%  | 5                  | 0                 | 0                         |
| Inadequate Service               | 51            | 0            | 1            | 0            | 52            | 13.51% | 52                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 12            | 0            | 0            | 0            | 12            | 3.12%  | 12                 | 0                 | 0                         |
| Total Industrial                 | 382           | 2            | 1            | 0            | 385           |        | 383                | 1                 | 1                         |
| Total Industrial Percentage      | 99.22%        | 0.52%        | 0.26%        | 0.00%        |               |        |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |                    |                   |                           |
| Billing errors                   | 15,698        | 49           | 60           | 9            | 15,816        | 53.60% | 15,815             | 1                 | 0                         |
| Inaccurate Metering              | 7             | 0            | 0            | 0            | 7             | 0.02%  | 7                  | 0                 | 0                         |
| Wrongful Disconnect              | 1,357         | 10           | 11           | 2            | 1,380         | 4.68%  | 1,379              | 1                 | 0                         |
| High Bill*                       | 210           | 1            | 5            | 0            | 216           | 0.73%  | 216                | 0                 | 0                         |
| Inadequate Service               | 11,587        | 57           | 63           | 2            | 11,709        | 39.68% | 11,703             | 4                 | 2                         |
| Service Extension                | 0             | 0            | 1            | 0            | 1             | 0.00%  | 1                  | 0                 | 0                         |
| Service Restoration              | 364           | 3            | 9            | 1            | 377           | 1.28%  | 377                | 0                 | 0                         |
| MR-Special Call Cntr             | 0             | 0            | 1            | 0            | 1             | 0.00%  | 1                  | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                  | 0                 | 0                         |
| Total Residential                | 29,223        | 120          | 150          | 14           | 29,507        |        | 29,499             | 6                 | 2                         |
| Total Residential Percentage     | 99.04%        | 0.41%        | 0.51%        | 0.05%        |               |        |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>31,319</b> | <b>125</b>   | <b>155</b>   | <b>14</b>    | <b>31,613</b> |        | <b>31,597</b>      | <b>12</b>         | <b>4</b>                  |
| <b>Total ST of MN Percentage</b> | <b>99.07%</b> | <b>0.40%</b> | <b>0.49%</b> | <b>0.04%</b> |               |        |                    |                   |                           |

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

| MPUC          | Xcel Energy Complaint Types           |
|---------------|---------------------------------------|
| Billing Error | Averaged Monthly Payments             |
|               | Bill Format                           |
|               | Bill Format Related                   |
|               | Billing                               |
|               | Billing Rules & Errors                |
|               | Billing Variance                      |
|               | Cancel/ Rebill                        |
|               | Collection Agency Referral            |
|               | Credit Policy                         |
|               | Deposit                               |
|               | Disputed Billing                      |
|               | Disputed Transfer                     |
|               | Energy Diversion                      |
|               | Late Payment Charge                   |
|               | Meter Set/ Stopped/ Changed - Billing |
|               | Misinformation by CC Personnel        |
|               | MN Metering Rate Issue                |
|               | MN Metering Rate Issue-MS             |
|               | No Bill/ Delayed Billing              |
|               | One/ Synch Bill                       |
|               | Payment Posting                       |
|               | Payment Posting-External              |
|               | Rate Dispute                          |
|               | Shared Meter - Billing                |
|               | Short Due Date                        |
|               | Solar Bill Credits                    |
|               | Switched Meters-Billing               |
|               | Tenant Change/ RTO - Billing          |
|               | Tenant Change/ RTO - CCC              |
|               | Unknown User/Who Used                 |
|               | Unknown User/Who Used                 |
| High Bill     | CCC-High Bill                         |
|               | Decoupling                            |
|               | Rate Issue/Tariff Issue               |
|               | Renewable Energy Trust                |

| Complaint Type  |   |
|---|---|
| Minnesota Public Utilities Commission Compared to Xcel Energy | AMI Health Issues                           |
|   | AMI Health Privacy Issues                   |
|   | AMI Privacy Issue                           |
|   | AMI Maintenance Related - DCM               |
|   | AMI Maintenance Related - MS                |
|   | AMR/ AES Maintenance Related - DCM          |
|   | AMR/ AES Maintenance Related-MS             |
|   | AMR/AMI/Smartmeter Health Issues            |
|   | AMR/AMI/Smartmeter Privacy Issues           |
|   | AMR/AMI/Smartmeter Health Privacy Issues    |
|   | Area/Street Light Maintenance               |
|   | Automated Reading Systems                   |
|   | Brush                                       |
|   | Business Solutions Center Issues            |
|   | Chemical Spill or Other Environmental Issue |
|   | Communication                               |
|   | Customer Refusal                            |
|   | Customer Service Policy                     |
|   | Damage Claim-Customer Ops                   |
|   | Damage Claim-Field Ops                      |
|   | Delay in Metering/Construction              |
|   | Disconnect Notice - Arrangements            |
|   | Discourteous/Rude CC Employee               |
|   | Discourteous/Rude CS Employee               |
|   | Discourteous/ Rude Employee                 |
|   | Discourteous/ Rude Employee-FS              |
|   | E-Bill Program                              |
|   | Easements                                   |
|   | Electric Misc.                              |
|   | Electric Trouble                            |
|   | Estimate/No Meter Reading                   |
|   | Excessive Clearance                         |
|   | Field Collections                           |
|   | Field Operations Policy                     |
|   | Fixed Gas Bill Program                      |
|   | Gas Misc.                                   |
|   | Gas Transportation                          |
|   | Gas Trouble                                 |
|   | Generation Inquiry                          |
|   | HomeSmart                                   |
|   | Interference-Electric, Radio, TV            |
|   | Marketing/ Rebate Program(s)                |
|   | Meter Reading Error                         |
|   | Meter Reading Policy                        |
|   | Meter Set/ Changed/ Stopped - DCM           |
|   | Meter Set/ Change/ Stopped - MS             |
|   | Miscellaneous Subpoena                      |
| Inadequate Service  |   |



**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, 2019 to December 31, 2019  
filed in accordance with Minn. R. 7820.0500

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

| I. Complaint Type        | <u>RESIDENTIAL</u>         |                            |                              | <u>COMMERCIAL</u>          |                            |                              | <u>INDUSTRIAL</u>          |                            |                              | <u>GOVERNMENT</u>          |                            |                              |
|--------------------------|----------------------------|----------------------------|------------------------------|----------------------------|----------------------------|------------------------------|----------------------------|----------------------------|------------------------------|----------------------------|----------------------------|------------------------------|
|                          | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> |
| A. Billing Error         | 78                         | 78                         | 0                            | 6                          | 6                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| B. High Bill             | 21                         | 21                         | 0                            | 2                          | 2                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| C. Inaccurate Metering   | 43                         | 43                         | 0                            | 1                          | 1                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| D. Inadequate Service    | 437                        | 437                        | 0                            | 14                         | 13                         | 1                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| E. Service Ext Interval  | 3                          | 3                          | 0                            | 4                          | 4                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| F. Service Rest Interval | 16                         | 16                         | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| G. Wrongful Disconnect   | 131                        | 131                        | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| <b>Total Complaints</b>  | <b>729</b>                 | <b>729</b>                 | <b>0</b>                     | <b>27</b>                  | <b>26</b>                  | <b>1</b>                     | <b>0</b>                   | <b>0</b>                   | <b>0</b>                     | <b>0</b>                   | <b>0</b>                   | <b>0</b>                     |

| II. Number of Customers | <u>Electric</u>  |                  |                   | <u>Gas</u>     |                |                   |
|-------------------------|------------------|------------------|-------------------|----------------|----------------|-------------------|
|                         | <u>2018</u>      | <u>2019</u>      | <u>Net Change</u> | <u>2018</u>    | <u>2019</u>    | <u>Net Change</u> |
| Residential             | 1,149,958        | 1,159,579        | 9,621             | 424,122        | 428,483        | 4,361             |
| Commercial/ Industrial  | 132,960          | 133,903          | 943               | 34,957         | 35,182         | 225               |
| <u>Other</u>            | 7,090            | 7,359            | 269               | 528            | 507            | -21               |
| <b>Total</b>            | <b>1,290,008</b> | <b>1,300,841</b> | <b>10,833</b>     | <b>459,607</b> | <b>464,172</b> | <b>4,565</b>      |

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

\*In 2019, 7 complaints were received from OAG or Commission and an Other source; 6 of these are OAG/Commission complaints.

\*\*Distributed Generation (DG) are included in the "Billing Error", "High Bill" and "Inadequate Service" Complaint Types. In 2019 we had approximately 142 complaints from all sources related to DG

| 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        | 45              | 45              | 0                 | 3               | 3               | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | B. High Bill            | 16              | 16              | 0                 | 2               | 2               | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | C. Inaccurate Metering  | 4               | 4               | 0                 | 1               | 1               | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | D. Inadequate Service   | 237             | 237             | 0                 | 10              | 9               | 1                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | E. Service Ext Interval | 2               | 2               | 0                 | 4               | 4               | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | F. Serv Rest Interval   | 11              | 11              | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | G. Wrongful Disconnect  | 61              | 61              | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 | 0               | 0               | 0                 |
|      | Total Complaints        | 376             | 376             | 0                 | 20              | 19              | 1                 | 0               | 0               | 0                 | 0               | 0               | 0                 |

[illegible][illegible]



Xcel Energy  
Natural Gas Service Quality Report - 2019  
Emergency Calls Average Speed of Answer

Docket No. G002/M-20-\_\_\_\_  
Attachment G  
Page 1 of 1

**All Natural Gas Emergency Calls\***

|   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | 2019<br>Average |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Average Speed of Answer (in Seconds)</b> | 5      | 4      | 4      | 4      | 4      | 5      | 5      | 5      | 4      | 4      | 3      | 3      | 4               |
| <b>Agent Offered Call Volume</b>            | 4,830  | 4,139  | 3,600  | 3,892  | 3,397  | 3,070  | 3,288  | 3,366  | 3,556  | 4,003  | 3,230  | 2,833  | 43,204          |

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

|   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | 2019<br>Average |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Average Speed of Answer (in Seconds)</b> | 9      | 8      | 9      | 8      | 10     | 9      | 9      | 8      | 7      | 8      | 6      | 6      | 8               |
| <b>Agent Offered Call Volume</b>            | 1,028  | 849    | 658    | 593    | 602    | 525    | 532    | 586    | 767    | 683    | 630    | 625    | 8,078           |

\*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>Annual Total</u> |
|---|------------------|------------------|------------------|------------------|------------------|------------------|---------------------|
| <b>Calls responded to in one hour or less</b>     | 1,970            | 1,713            | 1,891            | 1,576            | 1,831            | 2,008            | 10,989              |
| <b>Calls responded to in more than one hour</b>   | 333              | 121              | 98               | 95               | 109              | 82               | 838                 |
| <b><i>Total Calls</i></b>                         | <b>2,303</b>     | <b>1,834</b>     | <b>1,989</b>     | <b>1,671</b>     | <b>1,940</b>     | <b>2,090</b>     | <b>11,827</b>       |
| <b>Percent responded to in one hour or less</b>   | 85.54%           | 93.40%           | 95.07%           | 94.31%           | 94.38%           | 96.08%           | <b>92.91%</b>       |
| <b>Percent responded to in more than one hour</b> | 14.46%           | 6.60%            | 4.93%            | 5.69%            | 5.62%            | 3.92%            | 7.09%               |

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.

## MNOPS Emergency Response Reporting Form

### Emergency Response Reporting Form

#### Reporting Period

MNOPS has changed the reporting period to annually. Please aggregate your data and report for the full calendar year.

**Year**

2019 January - February

#### Contact Information

**Company Name**

Northern States Power Company - Minnesota

**Contact Name**

Lisa Kallberg

**Contact Email**

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone**

(651) 229-2282

#### Response Intervals

| Interval              | Dispatch | Response | Repair Crew | Gas Shut Off | Line Repair |
|-----------------------|----------|----------|-------------|--------------|-------------|
| > 0 min. to 10 min.   | 1,250    | 59       | 0           | 0            | 37          |
| > 10 min. to 20 min.  | 507      | 259      | 0           | 0            | 10          |
| > 20 min. to 40 min.  | 266      | 1,193    | 0           | 0            | 86          |
| > 40 min. to 60 min.  | 91       | 459      | 0           | 0            | 440         |
| > 60 min. to 80 min.  | 38       | 123      | 0           | 0            | 580         |
| > 80 min. to 100 min. | 19       | 46       | 0           | 0            | 442         |
| > 100 min. to         |          |          |             |              |             |

|                  |    |    |   |   |     |
|------------------|----|----|---|---|-----|
| 120 min          | 13 | 23 | 0 | 0 | 254 |
| > 2 hrs to 3 hrs | 33 | 40 | 0 | 0 | 269 |
| > 3 hrs to 4 hrs | 20 | 26 | 0 | 0 | 73  |
| > 4 hrs to 6 hrs | 21 | 24 | 0 | 0 | 48  |
| > 6 hrs to 8 hrs | 17 | 18 | 0 | 0 | 26  |
| > 8 hrs          | 18 | 33 | 0 | 0 | 38  |

**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 their commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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

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

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

## Comments / Suggestions

MNOPS Emergency Response Reporting Form

Page 1 of 3

## MNOPS Emergency Response Reporting Form

### Emergency Response Reporting Form

#### Reporting Period

MNOPS has changed the reporting period to annually. Please aggregate your data and report for the full calendar year.

**Year \*** March - April  
☐ 2018 ☒ 2019 ☐ 2020  
☐ 2021

#### Contact Information

Please provide the contact information for the person submitting the form.

**Company Name \***

Northern States Power Company - Minnesota

**Contact Name \***

Lisa

Kallberg

**Contact Email \***

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone \***

(651) 229-2282

#### Response Intervals

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

| Interval             | Dispatch | Response | Repair Crew | Gas Shut Off | Line Repair |
|----------------------|----------|----------|-------------|--------------|-------------|
| > 0 min. to 10 min.  | 1,163    | 18       | 0           | 1            | 0           |
| > 10 min. to 20 min. | 407      | 283      | 0           | 4            | 5           |
| > 20 min. to 40 min. | 196      | 1,066    | 0           | 8            | 63          |

MNOPS Emergency Response Reporting Form

Page 2 of 3

|                       |    |     |   |    |     |
|-----------------------|----|-----|---|----|-----|
| > 40 min. to 60 min.  | 41 | 346 | 0 | 10 | 347 |
| > 60 min. to 80 min.  | 13 | 76  | 0 | 3  | 470 |
| > 80 min. to 100 min. | 9  | 25  | 0 | 3  | 384 |
| > 100 min. to 120 min | 3  | 15  | 0 | 0  | 262 |
| > 2 hrs to 3 hrs      | 2  | 4   | 0 | 1  | 240 |
| > 3 hrs to 4 hrs      | 0  | 1   | 0 | 0  | 36  |
| > 4 hrs to 6 hrs      | 0  | 0   | 0 | 0  | 21  |
| > 6 hrs to 8 hrs      | 0  | 0   | 0 | 0  | 3   |
| > 8 hrs               | 0  | 0   | 0 | 0  | 3   |

**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 their commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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

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

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

MNOPS Emergency Response Reporting Form

Page 3 of 3

**Comments / Suggestions**

*Please provide comments or suggestions on how to improve this form or the data submission process.*

Submit Form

MNOPS Emergency Response Reporting Form

Page 1 of 3

## MNOPS Emergency Response Reporting Form

### Emergency Response Reporting Form

#### Contact Information

Please provide the contact information for the person submitting the form.

##### Company Name \*

Northern States Power Company - Minnesota

##### Contact Name \*

Lisa

Kallberg

##### Contact Email \*

elisabeth.m.kallberg@xcelenergy.com

##### Contact Phone \*

(651) 229-2282

#### Reporting Period

##### Year \*

☐ 2018

☒ 2019 May - June

☐ 2020

##### Bi-Monthly Period \*

☐

☒

☐ May / June

☐

☐

☐

#### Response Intervals

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

| Interval             | Dispatch | Response | Repair Crew | Gas Shut Off | Line Repair |
|----------------------|----------|----------|-------------|--------------|-------------|
| > 0 min. to 10 min.  | 1,176    | 19       | 0           | 0            | 2           |
| > 10 min. to 20 min. | 519      | 272      | 0           | 0            | 7           |
| > 20 min. to 40 min. | 225      | 1,152    | 0           | 0            | 88          |
| > 40 min. to 60 min. | 50       | 448      | 0           | 3            | 417         |



MNOPS Emergency Response Reporting Form

Page 2 of 3

|                       |    |    |   |   |     |
|-----------------------|----|----|---|---|-----|
| > 60 min. to 80 min.  | 13 | 63 | 0 | 2 | 572 |
| > 80 min. to 100 min. | 1  | 25 | 0 | 0 | 413 |
| > 100 min. to 120 min | 2  | 5  | 0 | 0 | 227 |
| > 2 hrs to 3 hrs      | 0  | 2  | 0 | 0 | 205 |
| > 3 hrs to 4 hrs      | 3  | 3  | 0 | 0 | 25  |
| > 4 hrs to 6 hrs      | 0  | 0  | 0 | 0 | 28  |
| > 6 hrs to 8 hrs      | 0  | 0  | 0 | 0 | 4   |
| > 8 hrs               | 0  | 0  | 0 | 0 | 3   |

**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 their commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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

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

MNOPS Emergency Response Reporting Form

Page 3 of 3

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

**Comments / Suggestions**

*Please provide comments or suggestions on how to improve this form or the data submission process.*

Submit Form

MNOPS Emergency Response Reporting Form

Page 1 of 3

## MNOPS Emergency Response Reporting Form

### Emergency Response Reporting Form

#### Reporting Period

MNOPS has changed the reporting period to annually. Please aggregate your data and report for the full calendar year.

**Year \*** July - August

☐ 2018 ☒ 2019 ☐ 2020

☐ 2021

#### Contact Information

Please provide the contact information for the person submitting the form.

**Company Name \***

Northern States Power Company - Minnesota

**Contact Name \***

Lisa

Kallberg

**Contact Email \***

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone \***

(651) 229-2282

#### Response Intervals

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

| Interval             | Dispatch | Response | Repair Crew | Gas Shut Off | Line Repair |
|----------------------|----------|----------|-------------|--------------|-------------|
| > 0 min. to 10 min.  | 1,116    | 20       | 0           | 2            | 2           |
| > 10 min. to 20 min. | 336      | 284      | 0           | 4            | 9           |
| > 20 min. to 40 min. | 154      | 954      | 0           | 8            | 84          |

MNOPS Emergency Response Reporting Form

Page 2 of 3

|                       |    |     |   |   |     |
|-----------------------|----|-----|---|---|-----|
| > 40 min. to 60 min.  | 40 | 318 | 0 | 5 | 397 |
| > 60 min. to 80 min.  | 18 | 59  | 0 | 3 | 399 |
| > 80 min. to 100 min. | 4  | 26  | 0 | 3 | 348 |
| > 100 min. to 120 min | 2  | 7   | 0 | 2 | 215 |
| > 2 hrs to 3 hrs      | 0  | 2   | 0 | 3 | 167 |
| > 3 hrs to 4 hrs      | 1  | 1   | 0 | 0 | 32  |
| > 4 hrs to 6 hrs      | 0  | 0   | 0 | 0 | 16  |
| > 6 hrs to 8 hrs      | 0  | 0   | 0 | 0 | 2   |
| > 8 hrs               | 0  | 0   | 0 | 0 | 0   |

**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 their commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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

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

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

MNOPS Emergency Response Reporting Form

Page 3 of 3

**Comments / Suggestions**

*Please provide comments or suggestions on how to improve this form or the data submission process.*

Submit Form

MNOPS Emergency Response Reporting Form

Page 1 of 3

## MNOPS Emergency Response Reporting Form

### Emergency Response Reporting Form

#### Reporting Period

MNOPS has changed the reporting period to annually. Please aggregate your data and report for the full calendar year.

**Year \*** September - October

☐ 2018 ☒ 2019 ☐ 2020

☐ 2021

#### Contact Information

Please provide the contact information for the person submitting the form.

**Company Name \***

Northern States Power Company - Minnesota

**Contact Name \***

Lisa

Kallberg

**Contact Email \***

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone \***

(651) 229-2282

#### Response Intervals

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

| Interval             | Dispatch | Response | Repair Crew | Gas Shut Off | Line Repair |
|----------------------|----------|----------|-------------|--------------|-------------|
| > 0 min. to 10 min.  | 1,272    | 34       | 0           | 3            | 18          |
| > 10 min. to 20 min. | 400      | 302      | 0           | 3            | 8           |
| > 20 min. to 40 min. | 208      | 1,069    | 0           | 16           | 109         |

MNOPS Emergency Response Reporting Form

Page 2 of 3

|                       |    |     |   |    |     |
|-----------------------|----|-----|---|----|-----|
| > 40 min. to 60 min.  | 52 | 426 | 0 | 10 | 399 |
| > 60 min. to 80 min.  | 18 | 61  | 0 | 2  | 506 |
| > 80 min. to 100 min. | 7  | 28  | 0 | 2  | 427 |
| > 100 min. to 120 min | 4  | 8   | 0 | 1  | 196 |
| > 2 hrs to 3 hrs      | 6  | 12  | 0 | 1  | 233 |
| > 3 hrs to 4 hrs      | 0  | 0   | 0 | 1  | 49  |
| > 4 hrs to 6 hrs      | 0  | 0   | 0 | 1  | 18  |
| > 6 hrs to 8 hrs      | 0  | 0   | 0 | 0  | 3   |
| > 8 hrs               | 0  | 0   | 0 | 0  | 1   |

**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 their commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

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

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

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

MNOPS Emergency Response Reporting Form

Page 3 of 3

**Comments / Suggestions**

*Please provide comments or suggestions on how to improve this form or the data submission process.*

Submit Form



## MINNESOTA DEPARTMENT OF PUBLIC SAFETY



### Office of Pipeline Safety

445 Minnesota Street, Suite 147, St. Paul, Minnesota 55101-5147  
Phone: 651/201-7230 FAX: 651/296-9641 TTY: 651/282-6555  
<http://ops.dps.mn.gov>

### EMERGENCY RESPONSE REPORTING FORM 2019 November - December

**Instructions:** Enter applicable information into the fields below using Adobe Reader. The electronic form can be submitted directly to MNOPS for collection of information. Please click print to save a copy of this information for your records.

|   |                          |                     |                          |                     |                                     |
|---|--------------------------|---------------------|--------------------------|---------------------|-------------------------------------|
| <b>General Information -</b>  |                          |                     |                          |                     |                                     |
| Company Name:   |                          |                     | Contact Name             |                     |                                     |
| e-mail address:   |                          |                     | Phone:                   |                     |                                     |
| <b>Reporting Period</b>   |                          |                     |                          |                     |                                     |
| January / February  | <input type="checkbox"/> | March / April       | <input type="checkbox"/> | May / June          | <input type="checkbox"/>            |
| July / August   | <input type="checkbox"/> | September / October | <input type="checkbox"/> | November / December | <input checked="" type="checkbox"/> |
| <b>Response Intervals</b>   |                          |                     |                          |                     |                                     |
| <b>Interval</b>   | <b>Dispatch</b>          | <b>Response</b>     | <b>Repair Crew</b>       | <b>Gas Shut Off</b> | <b>Line Repair</b>                  |
| > 0 min. to 10 min.   | 1398                     | 24                  | 0                        | 0                   | 3                                   |
| > 10 min. to 20 min.  | 486                      | 336                 | 0                        | 2                   | 4                                   |
| > 20 min. to 40 min.  | 153                      | 1276                | 0                        | 5                   | 142                                 |
| > 40 min. to 60 min.  | 41                       | 372                 | 0                        | 1                   | 505                                 |
| > 60 min. to 80 min.  | 5                        | 60                  | 0                        | 0                   | 592                                 |
| > 80 min. to 100 min.   | 3                        | 16                  | 0                        | 0                   | 445                                 |
| > 100 min. to 120 min   | 0                        | 4                   | 0                        | 1                   | 208                                 |
| > 2 hrs to 3 hrs  | 4                        | 2                   | 0                        | 0                   | 147                                 |
| > 3 hrs to 4 hrs  | 0                        | 0                   | 0                        | 0                   | 33                                  |
| > 4 hrs to 6 hrs  | 0                        | 0                   | 0                        | 0                   | 5                                   |
| > 6 hrs to 8 hrs  | 0                        | 0                   | 0                        | 0                   | 2                                   |
| > 8 hrs   | 0                        | 0                   | 0                        | 0                   | 4                                   |
| For each gas odor/leak notification add one to the appropriate time group and event column when applicable.   |                          |                     |                          |                     |                                     |
| <b>Dispatch</b> - 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.                          |                          |                     |                          |                     |                                     |
| <b>Response</b> - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.                                      |                          |                     |                          |                     |                                     |
| <b>Repair Crew</b> - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location. |                          |                     |                          |                     |                                     |
| <b>Gas shut off</b> - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.  |                          |                     |                          |                     |                                     |
| <b>Line repaired</b> - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and re-pressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.            |                          |                     |                          |                     |                                     |

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

**Submit**

## Gas Emergency Reporting Summary

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

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

Year: 2019

| 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     | 448        | 1619.56            | 3.62                   | 3,436.88                     | 7.67                             | 7,738.51    | 17.27           | 12,794.88           | 28.56             | 429                                    | 96%                                       | 19                                    | 4%                                       |
| ECO                                   | CO Check/Alarm          | 1,456      | 5383.74            | 3.70                   | 29,745.60                    | 20.43                            | 25,626.99   | 17.60           | 60,755.97           | 41.73             | 1,355                                  | 93%                                       | 101                                   | 7%                                       |
| EEX                                   | Gas Explosion           | 6          | 22.72              | 3.79                   | 33.90                        | 5.65                             | 114.60      | 19.10           | 171.22              | 28.54             | 6                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                   | Gas Fire                | 214        | 800.77             | 3.74                   | 1,772.39                     | 8.28                             | 3,391.15    | 15.85           | 5,964.39            | 27.87             | 211                                    | 99%                                       | 3                                     | 1%                                       |
| EIR                                   | Ice Regulator           | 147        | 566.73             | 3.86                   | 6,357.83                     | 43.25                            | 2,834.87    | 19.28           | 9,759.48            | 66.39             | 124                                    | 84%                                       | 23                                    | 16%                                      |
| EOI                                   | Smells Gas Inside       | 7,041      | 26039.56           | 3.70                   | 116,144.45                   | 16.50                            | 130,080.58  | 18.47           | 272,261.39          | 38.67             | 6,573                                  | 93%                                       | 468                                   | 7%                                       |
| EOO                                   | Smells Gas Outside      | 4,144      | 15375.84           | 3.71                   | 75,734.82                    | 18.28                            | 79,406.10   | 19.16           | 170,517.31          | 41.15             | 3,773                                  | 91%                                       | 371                                   | 9%                                       |
| EPR                                   | High / Low Pressure     | 561        | 2092.46            | 3.73                   | 8,812.50                     | 15.71                            | 10,969.64   | 19.55           | 21,874.51           | 38.99             | 504                                    | 90%                                       | 57                                    | 10%                                      |
| ETX                                   | CO Emergency            | 255        | 937.26             | 3.68                   | 3,611.26                     | 14.16                            | 4,909.97    | 19.25           | 9,458.46            | 37.09             | 239                                    | 94%                                       | 16                                    | 6%                                       |
| NOGAS                                 | Customer Reports No Gas | 966        | 3534.94            | 3.66                   | 23,429.29                    | 24.25                            | 18,383.42   | 19.03           | 45,347.90           | 46.94             | 871                                    | 90%                                       | 95                                    | 10%                                      |
| All Gas Emergency Calls for Year 2019 |                         | 15,238     | 56373.58           | 3.70                   | 269,078.92                   | 17.66                            | 283,455.82  | 18.60           | 611,196.18          | 40.11             | 14,085                                 | 92%                                       | 1,153                                 | 8%                                       |

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     | 6          | 23.76              | 3.96                   | 36.82                        | 6.14                             | 90.67       | 15.11           | 151.26              | 25.21             | 6                                      | 100%                                      | 0                                     | 0%                                       |
| ECO                                      | CO Check/Alarm          | 170        | 673.2              | 3.96                   | 14,399.70                    | 84.70                            | 3,015.70    | 17.74           | 18,088.00           | 106.40            | 132                                    | 78%                                       | 38                                    | 22%                                      |
| EEX                                      | Gas Explosion           | 0          | 0                  | 0                      | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                      | Gas Fire                | 18         | 71.28              | 3.96                   | 156.32                       | 8.68                             | 248.02      | 13.78           | 475.61              | 26.42             | 17                                     | 94%                                       | 1                                     | 6%                                       |
| EIR                                      | Iced Regulator          | 9          | 35.64              | 3.96                   | 3,358.30                     | 373.14                           | 174.07      | 19.34           | 3,568.05            | 396.45            | 3                                      | 33%                                       | 6                                     | 67%                                      |
| EOI                                      | Smells Gas Inside       | 644        | 2550.24            | 3.96                   | 34,425.82                    | 53.46                            | 12,126.98   | 18.83           | 49,105.00           | 76.25             | 525                                    | 82%                                       | 119                                   | 18%                                      |
| EOO                                      | Smells Gas Outside      | 405        | 1603.8             | 3.96                   | 20,636.83                    | 50.96                            | 8,007.93    | 19.77           | 30,248.64           | 74.69             | 327                                    | 81%                                       | 78                                    | 19%                                      |
| EPR                                      | High / Low Pressure     | 82         | 324.72             | 3.96                   | 1,551.40                     | 18.92                            | 1,492.15    | 18.20           | 3,368.23            | 41.08             | 71                                     | 87%                                       | 11                                    | 13%                                      |
| ETX                                      | CO Emergency            | 16         | 63.36              | 3.96                   | 825.12                       | 51.57                            | 284.63      | 17.79           | 1,173.10            | 73.32             | 15                                     | 94%                                       | 1                                     | 6%                                       |
| NOGAS                                    | Customer Reports No Gas | 114        | 451.44             | 3.96                   | 2,248.15                     | 19.72                            | 2,147.27    | 18.84           | 4,847.28            | 42.52             | 99                                     | 87%                                       | 15                                    | 13%                                      |
| All Gas Emergency Calls for January 2019 |                         | 1,464      | 5797.44            | 3.96                   | 77,638.46                    | 53.03                            | 27,587.42   | 18.84           | 111,029.76          | 75.84             | 1,195                                  | 82%                                       | 269                                   | 18%                                      |

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     | 21         | 82.53              | 3.93                   | 156.23                       | 7.44                             | 402.80      | 19.18           | 641.55              | 30.55             | 20                                     | 95%                                       | 1                                     | 5%                                       |
| ECO                                       | CO Check/Alarm          | 136        | 534.48             | 3.93                   | 3,090.22                     | 22.72                            | 1,512.07    | 11.12           | 5,136.72            | 37.77             | 122                                    | 90%                                       | 14                                    | 10%                                      |
| EEX                                       | Gas Explosion           | 0          | 0                  | 0                      | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                       | Gas Fire                | 14         | 55.02              | 3.93                   | 244.10                       | 17.44                            | 202.65      | 14.48           | 501.77              | 35.84             | 13                                     | 93%                                       | 1                                     | 7%                                       |
| EIR                                       | Iced Regulator          | 85         | 334.05             | 3.93                   | 1,640.18                     | 19.30                            | 1,596.73    | 18.79           | 3,570.85            | 42.01             | 75                                     | 88%                                       | 10                                    | 12%                                      |
| EOI                                       | Smells Gas Inside       | 617        | 2424.81            | 3.93                   | 10,502.75                    | 17.02                            | 10,948.53   | 17.74           | 23,877.90           | 38.70             | 559                                    | 91%                                       | 58                                    | 9%                                       |
| EOO                                       | Smells Gas Outside      | 557        | 2189.01            | 3.93                   | 11,574.85                    | 20.78                            | 10,848.98   | 19.48           | 24,613.83           | 44.19             | 472                                    | 85%                                       | 85                                    | 15%                                      |
| EPR                                       | High / Low Pressure     | 115        | 451.95             | 3.93                   | 2,553.22                     | 22.20                            | 2,332.82    | 20.29           | 5,338.30            | 46.42             | 91                                     | 79%                                       | 24                                    | 21%                                      |
| ETX                                       | CO Emergency            | 28         | 110.04             | 3.93                   | 467.33                       | 16.69                            | 662.07      | 23.65           | 1,239.45            | 44.27             | 25                                     | 89%                                       | 3                                     | 11%                                      |
| NOGAS                                     | Customer Reports No Gas | 150        | 589.5              | 3.93                   | 10,499.17                    | 69.99                            | 2,868.78    | 19.13           | 13,957.50           | 93.05             | 118                                    | 79%                                       | 32                                    | 21%                                      |
| All Gas Emergency Calls for February 2019 |                         | 1,723      | 6771.39            | 3.93                   | 40,728.05                    | 23.64                            | 31,375.43   | 18.21           | 78,878.94           | 45.78             | 1,495                                  | 87%                                       | 228                                   | 13%                                      |

Month: March

| Job Code                               | Job Description         | Call Count | Answer & Talk Time | Avg Answer & Talk Time | Dispatch Time (Enroute Time) | Avg Dispatch Time (Enroute Time) | Travel Time | Avg Travel Time | Total Response Time | Avg Response Time | # Orders Responded to in <= 60 Minutes | % of Orders Responded to in <= 60 Minutes | # Orders Responded to in > 60 Minutes | % of Orders Responded to in > 60 Minutes |
|--|-------------------------|------------|--------------------|------------------------|------------------------------|----------------------------------|-------------|-----------------|---------------------|-------------------|--|---|---------------------------------------|--|
| EBG                                    | Broken/Hit Gas Line     | 24         | 88.56              | 3.69                   | 183.87                       | 7.66                             | 430.20      | 17.93           | 702.63              | 29.28             | 22                                     | 92%                                       | 2                                     | 8%                                       |
| ECO                                    | CO Check/Alarm          | 113        | 416.97             | 3.69                   | 1,326.28                     | 11.74                            | 2,268.50    | 20.08           | 4,011.75            | 35.50             | 104                                    | 92%                                       | 9                                     | 8%                                       |
| EEX                                    | Gas Explosion           | 1          | 3.69               | 3.69                   | 6.98                         | 6.98                             | 21.75       | 21.75           | 32.42               | 32.42             | 1                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                    | Gas Fire                | 24         | 88.56              | 3.69                   | 178.23                       | 7.43                             | 318.35      | 13.26           | 585.14              | 24.38             | 24                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                    | Iced Regulator          | 46         | 169.74             | 3.69                   | 1,299.83                     | 28.26                            | 929.02      | 20.20           | 2,398.59            | 52.14             | 39                                     | 85%                                       | 7                                     | 15%                                      |
| EOI                                    | Smells Gas Inside       | 580        | 2140.2             | 3.69                   | 7,713.63                     | 13.30                            | 10,984.47   | 18.94           | 20,838.30           | 35.93             | 551                                    | 95%                                       | 29                                    | 5%                                       |
| EOO                                    | Smells Gas Outside      | 410        | 1512.9             | 3.69                   | 5,899.53                     | 14.39                            | 7,585.22    | 18.50           | 14,997.80           | 36.58             | 384                                    | 94%                                       | 26                                    | 6%                                       |
| EPR                                    | High / Low Pressure     | 52         | 191.88             | 3.69                   | 939.08                       | 18.06                            | 1,126.85    | 21.67           | 2,257.84            | 43.42             | 46                                     | 88%                                       | 6                                     | 12%                                      |
| ETX                                    | CO Emergency            | 23         | 84.87              | 3.69                   | 309.05                       | 13.44                            | 483.53      | 21.02           | 877.45              | 38.15             | 22                                     | 96%                                       | 1                                     | 4%                                       |
| NOGAS                                  | Customer Reports No Gas | 88         | 324.72             | 3.69                   | 1,471.72                     | 16.72                            | 1,624.27    | 18.46           | 3,420.70            | 38.87             | 82                                     | 93%                                       | 6                                     | 7%                                       |
| All Gas Emergency Calls for March 2019 |                         | 1,361      | 5022.09            | 3.69                   | 19,328.21                    | 14.20                            | 25,772.16   | 18.94           | 50,125.63           | 36.83             | 1,275                                  | 94%                                       | 86                                    | 6%                                       |

Month: April

| Job Code                               | Job Description         | Call Count | Answer & Talk Time | Avg Answer & Talk Time | Dispatch Time (Enroute Time) | Avg Dispatch Time (Enroute Time) | Travel Time | Avg Travel Time | Total Response Time | Avg Response Time | # Orders Responded to in <= 60 Minutes | % of Orders Responded to in <= 60 Minutes | # Orders Responded to in > 60 Minutes | % of Orders Responded to in > 60 Minutes |
|--|-------------------------|------------|--------------------|------------------------|------------------------------|----------------------------------|-------------|-----------------|---------------------|-------------------|--|---|---------------------------------------|--|
| EBG                                    | Broken/Hit Gas Line     | 22         | 80.74              | 3.67                   | 165.88                       | 7.54                             | 335.13      | 15.23           | 581.68              | 26.44             | 22                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                    | CO Check/Alarm          | 87         | 319.29             | 3.67                   | 850.02                       | 9.77                             | 1,614.52    | 18.56           | 2,784.00            | 32.00             | 84                                     | 97%                                       | 3                                     | 3%                                       |
| EEX                                    | Gas Explosion           | 1          | 3.67               | 3.67                   | 1.63                         | 1.63                             | 9.83        | 9.83            | 15.14               | 15.14             | 1                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                    | Gas Fire                | 18         | 66.06              | 3.67                   | 188.48                       | 10.47                            | 268.67      | 14.93           | 523.26              | 29.07             | 17                                     | 94%                                       | 1                                     | 6%                                       |
| EIR                                    | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                    | Smells Gas Inside       | 621        | 2279.07            | 3.67                   | 9,228.28                     | 14.86                            | 11,501.90   | 18.52           | 23,008.05           | 37.05             | 590                                    | 95%                                       | 31                                    | 5%                                       |
| EOO                                    | Smells Gas Outside      | 298        | 1093.66            | 3.67                   | 5,072.18                     | 17.02                            | 6,441.47    | 21.62           | 12,608.38           | 42.31             | 283                                    | 95%                                       | 15                                    | 5%                                       |
| EPR                                    | High / Low Pressure     | 33         | 121.11             | 3.67                   | 432.15                       | 13.10                            | 553.45      | 16.77           | 1,106.82            | 33.54             | 32                                     | 97%                                       | 1                                     | 3%                                       |
| ETX                                    | CO Emergency            | 15         | 55.05              | 3.67                   | 180.12                       | 12.01                            | 302.02      | 20.13           | 537.15              | 35.81             | 14                                     | 93%                                       | 1                                     | 7%                                       |
| NOGAS                                  | Customer Reports No Gas | 48         | 176.16             | 3.67                   | 696.43                       | 14.51                            | 963.90      | 20.08           | 1,836.48            | 38.26             | 43                                     | 90%                                       | 5                                     | 10%                                      |
| All Gas Emergency Calls for April 2019 |                         | 1,143      | 4194.81            | 3.67                   | 16,815.17                    | 14.71                            | 21,990.88   | 19.24           | 42,999.66           | 37.62             | 1,086                                  | 95%                                       | 57                                    | 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     | 46         | 177.56             | 3.86                   | 321.03                       | 6.98                             | 698.70      | 15.19           | 1,197.29            | 26.03             | 45                                     | 98%                                       | 1                                     | 2%                                       |
| ECO                                  | CO Check/Alarm          | 99         | 382.14             | 3.86                   | 991.60                       | 10.02                            | 1,849.70    | 18.68           | 3,223.44            | 32.56             | 97                                     | 98%                                       | 2                                     | 2%                                       |
| EEX                                  | Gas Explosion           | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                  | Gas Fire                | 21         | 81.06              | 3.86                   | 184.03                       | 8.76                             | 286.08      | 13.62           | 551.19              | 26.25             | 21                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                  | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                  | Smells Gas Inside       | 639        | 2466.5             | 3.86                   | 7,810.40                     | 12.22                            | 11,925.00   | 18.66           | 22,198.86           | 34.74             | 603                                    | 94%                                       | 36                                    | 6%                                       |
| EOO                                  | Smells Gas Outside      | 322        | 1242.9             | 3.86                   | 4,787.40                     | 14.87                            | 6,318.90    | 19.62           | 12,349.34           | 38.35             | 290                                    | 90%                                       | 32                                    | 10%                                      |
| EPR                                  | High / Low Pressure     | 27         | 104.22             | 3.86                   | 380.98                       | 14.11                            | 514.73      | 19.06           | 999.95              | 37.04             | 25                                     | 93%                                       | 2                                     | 7%                                       |
| ETX                                  | CO Emergency            | 17         | 65.62              | 3.86                   | 206.60                       | 12.15                            | 295.73      | 17.40           | 567.95              | 33.41             | 15                                     | 88%                                       | 2                                     | 12%                                      |
| NOGAS                                | Customer Reports No Gas | 51         | 196.86             | 3.86                   | 676.37                       | 13.26                            | 942.83      | 18.49           | 1,816.06            | 35.61             | 49                                     | 96%                                       | 2                                     | 4%                                       |
| All Gas Emergency Calls for May 2019 |                         | 1,222      | 4716.86            | 3.86                   | 15,358.41                    | 12.57                            | 22,831.67   | 18.68           | 42,906.86           | 35.11             | 1,145                                  | 94%                                       | 77                                    | 6%                                       |

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     | 62         | 238.08             | 3.84                   | 496.68                       | 8.01                             | 968.87      | 15.63           | 1,703.64            | 27.48             | 60                                     | 97%                                       | 2                                     | 3%                                       |
| ECO                                   | CO Check/Alarm          | 85         | 326.4              | 3.84                   | 1,033.60                     | 12.16                            | 1,710.70    | 20.13           | 3,070.71            | 36.13             | 77                                     | 91%                                       | 8                                     | 9%                                       |
| EEX                                   | Gas Explosion           | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                   | Gas Fire                | 19         | 72.96              | 3.84                   | 89.37                        | 4.70                             | 324.13      | 17.06           | 486.46              | 25.60             | 19                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                   | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                   | Smells Gas Inside       | 473        | 1816.3             | 3.84                   | 5,827.20                     | 12.32                            | 9,143.10    | 19.33           | 16,786.30           | 35.49             | 438                                    | 93%                                       | 35                                    | 7%                                       |
| EOO                                   | Smells Gas Outside      | 255        | 979.2              | 3.84                   | 3,470.60                     | 13.61                            | 4,890.50    | 19.18           | 9,340.40            | 36.63             | 236                                    | 93%                                       | 19                                    | 7%                                       |
| EPR                                   | High / Low Pressure     | 12         | 46.08              | 3.84                   | 184.73                       | 15.39                            | 268.85      | 22.40           | 499.67              | 41.64             | 12                                     | 100%                                      | 0                                     | 0%                                       |
| ETX                                   | CO Emergency            | 12         | 46.08              | 3.84                   | 176.60                       | 14.72                            | 233.03      | 19.42           | 455.71              | 37.98             | 11                                     | 92%                                       | 1                                     | 8%                                       |
| NOGAS                                 | Customer Reports No Gas | 44         | 168.96             | 3.84                   | 582.80                       | 13.25                            | 820.88      | 18.66           | 1,572.65            | 35.74             | 43                                     | 98%                                       | 1                                     | 2%                                       |
| All Gas Emergency Calls for June 2019 |                         | 962        | 3694.06            | 3.84                   | 11,861.58                    | 12.33                            | 18,360.06   | 19.09           | 33,924.93           | 35.27             | 896                                    | 93%                                       | 66                                    | 7%                                       |

Month: July

| Job Code                              | Job Description         | Call Count | Answer & Talk Time | Avg Answer & Talk Time | Dispatch Time (Enroute Time) | Avg Dispatch Time (Enroute Time) | Travel Time | Avg Travel Time | Total Response Time | Avg Response Time | # Orders Responded to in <= 60 Minutes | % of Orders Responded to in <= 60 Minutes | # Orders Responded to in > 60 Minutes | % of Orders Responded to in > 60 Minutes |
|---------------------------------------|-------------------------|------------|--------------------|------------------------|------------------------------|----------------------------------|-------------|-----------------|---------------------|-------------------|--|---|---------------------------------------|--|
| EBG                                   | Broken/Hit Gas Line     | 62         | 236.22             | 3.81                   | 572.95                       | 9.24                             | 1,048.70    | 16.91           | 1,857.89            | 29.97             | 59                                     | 95%                                       | 3                                     | 5%                                       |
| ECO                                   | CO Check/Alarm          | 118        | 449.58             | 3.81                   | 1,080.00                     | 9.15                             | 2,194.30    | 18.60           | 3,723.84            | 31.56             | 115                                    | 97%                                       | 3                                     | 3%                                       |
| EEX                                   | Gas Explosion           | 2          | 7.62               | 3.81                   | 8.42                         | 4.21                             | 23.75       | 11.88           | 39.79               | 19.89             | 2                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                   | Gas Fire                | 21         | 80.01              | 3.81                   | 208.88                       | 9.95                             | 415.33      | 19.78           | 704.24              | 33.54             | 21                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                   | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                   | Smells Gas Inside       | 500        | 1905               | 3.81                   | 6,211.10                     | 12.42                            | 9,243.30    | 18.49           | 17,359.50           | 34.72             | 471                                    | 94%                                       | 29                                    | 6%                                       |
| EOO                                   | Smells Gas Outside      | 221        | 842.01             | 3.81                   | 2,537.70                     | 11.48                            | 4,204.90    | 19.03           | 7,584.50            | 34.32             | 209                                    | 95%                                       | 12                                    | 5%                                       |
| EPR                                   | High / Low Pressure     | 13         | 49.53              | 3.81                   | 166.40                       | 12.80                            | 272.78      | 20.98           | 488.71              | 37.59             | 13                                     | 100%                                      | 0                                     | 0%                                       |
| ETX                                   | CO Emergency            | 24         | 91.44              | 3.81                   | 280.48                       | 11.69                            | 450.47      | 18.77           | 822.38              | 34.27             | 23                                     | 96%                                       | 1                                     | 4%                                       |
| NOGAS                                 | Customer Reports No Gas | 41         | 156.21             | 3.81                   | 620.87                       | 15.14                            | 719.82      | 17.56           | 1,496.91            | 36.51             | 39                                     | 95%                                       | 2                                     | 5%                                       |
| All Gas Emergency Calls for July 2019 |                         | 1,002      | 3817.62            | 3.81                   | 11,686.80                    | 11.66                            | 18,573.35   | 18.54           | 34,078.02           | 34.01             | 952                                    | 95%                                       | 50                                    | 5%                                       |

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     | 53         | 203.52             | 3.84                   | 377.57                       | 7.12                             | 956.97      | 18.06           | 1,538.06            | 29.02             | 51                                     | 96%                                       | 2                                     | 4%                                       |
| ECO                                  | CO Check/Alarm          | 98         | 376.32             | 3.84                   | 1,382.80                     | 14.11                            | 1,799.90    | 18.37           | 3,559.07            | 36.32             | 93                                     | 95%                                       | 5                                     | 5%                                       |
| EEX                                  | Gas Explosion           | 1          | 3.84               | 3.84                   | 9.48                         | 9.48                             | 32.62       | 32.62           | 45.94               | 45.94             | 1                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                  | Gas Fire                | 14         | 53.76              | 3.84                   | 68.30                        | 4.88                             | 217.48      | 15.53           | 339.54              | 24.25             | 14                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                  | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                  | Smells Gas Inside       | 521        | 2000.6             | 3.84                   | 5,987.60                     | 11.49                            | 10,008.00   | 19.21           | 17,995.86           | 34.54             | 492                                    | 94%                                       | 29                                    | 6%                                       |
| EOO                                  | Smells Gas Outside      | 276        | 1059.8             | 3.84                   | 3,811.60                     | 13.81                            | 5,103.00    | 18.49           | 9,974.64            | 36.14             | 256                                    | 93%                                       | 20                                    | 7%                                       |
| EPR                                  | High / Low Pressure     | 17         | 65.28              | 3.84                   | 176.97                       | 10.41                            | 300.48      | 17.68           | 542.73              | 31.93             | 17                                     | 100%                                      | 0                                     | 0%                                       |
| ETX                                  | CO Emergency            | 13         | 49.92              | 3.84                   | 80.85                        | 6.22                             | 252.02      | 19.39           | 382.79              | 29.45             | 13                                     | 100%                                      | 0                                     | 0%                                       |
| NOGAS                                | Customer Reports No Gas | 37         | 142.08             | 3.84                   | 687.18                       | 18.57                            | 693.17      | 18.73           | 1,522.44            | 41.15             | 33                                     | 89%                                       | 4                                     | 11%                                      |
| All Gas Emergency Calls for Aug 2019 |                         | 1,030      | 3955.12            | 3.84                   | 12,582.35                    | 12.22                            | 19,363.64   | 18.80           | 35,900.65           | 34.86             | 970                                    | 94%                                       | 60                                    | 6%                                       |

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     | 51         | 193.29             | 3.79                   | 381.10                       | 7.47                             | 870.15      | 17.06           | 1,443.30            | 28.30             | 50                                     | 98%                                       | 1                                     | 2%                                       |
| ECO                                  | CO Check/Alarm          | 112        | 424.48             | 3.79                   | 1,290.08                     | 11.52                            | 2,176.70    | 19.43           | 3,886.40            | 34.70             | 103                                    | 92%                                       | 9                                     | 8%                                       |
| EEX                                  | Gas Explosion           | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                  | Gas Fire                | 12         | 45.48              | 3.79                   | 92.45                        | 7.70                             | 221.10      | 18.43           | 358.80              | 29.90             | 12                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                  | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                  | Smells Gas Inside       | 526        | 1993.54            | 3.79                   | 6,484.87                     | 12.33                            | 9,883.30    | 18.79           | 18,357.40           | 34.90             | 498                                    | 95%                                       | 28                                    | 5%                                       |
| EOO                                  | Smells Gas Outside      | 248        | 939.92             | 3.79                   | 3,550.83                     | 14.32                            | 4,764.80    | 19.21           | 9,250.40            | 37.30             | 231                                    | 93%                                       | 17                                    | 7%                                       |
| EPR                                  | High / Low Pressure     | 29         | 109.91             | 3.79                   | 387.50                       | 13.36                            | 600.90      | 20.72           | 1,099.10            | 37.90             | 27                                     | 93%                                       | 2                                     | 7%                                       |
| ETX                                  | CO Emergency            | 22         | 83.38              | 3.79                   | 210.88                       | 9.59                             | 438.10      | 19.91           | 732.60              | 33.30             | 21                                     | 95%                                       | 1                                     | 5%                                       |
| NOGAS                                | Customer Reports No Gas | 67         | 253.93             | 3.79                   | 1,704.90                     | 25.45                            | 1,250.50    | 18.66           | 3,209.30            | 47.90             | 56                                     | 84%                                       | 11                                    | 16%                                      |
| All Gas Emergency Calls for Sep 2019 |                         | 1,067      | 4043.93            | 3.79                   | 14,102.61                    | 13.22                            | 20,205.55   | 18.94           | 38,347.98           | 35.94             | 998                                    | 94%                                       | 69                                    | 6%                                       |

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     | 66         | 159.72             | 2.42                   | 492.78                       | 7.47                             | 1,289.40    | 19.54           | 1,941.92            | 29.42             | 60                                     | 91%                                       | 6                                     | 9%                                       |
| ECO                                  | CO Check/Alarm          | 150        | 363                | 2.42                   | 1,549.10                     | 10.33                            | 2,523.80    | 16.83           | 4,435.80            | 29.57             | 144                                    | 96%                                       | 6                                     | 4%                                       |
| EEX                                  | Gas Explosion           | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                  | Gas Fire                | 13         | 31.46              | 2.42                   | 132.25                       | 10.17                            | 256.13      | 19.70           | 419.85              | 32.30             | 13                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                  | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                  | Smells Gas Inside       | 676        | 1635.9             | 2.42                   | 8,627.10                     | 12.76                            | 12,194.00   | 18.04           | 22,460.10           | 33.23             | 645                                    | 95%                                       | 31                                    | 5%                                       |
| EOO                                  | Smells Gas Outside      | 382        | 924.44             | 2.42                   | 5,249.50                     | 13.74                            | 6,882.20    | 18.02           | 13,056.00           | 34.18             | 354                                    | 93%                                       | 28                                    | 7%                                       |
| EPR                                  | High / Low Pressure     | 51         | 123.42             | 2.42                   | 668.33                       | 13.10                            | 961.73      | 18.86           | 1,753.48            | 34.38             | 47                                     | 92%                                       | 4                                     | 8%                                       |
| ETX                                  | CO Emergency            | 29         | 70.18              | 2.42                   | 277.43                       | 9.57                             | 488.50      | 16.84           | 836.10              | 28.83             | 28                                     | 97%                                       | 1                                     | 3%                                       |
| NOGAS                                | Customer Reports No Gas | 130        | 314.6              | 2.42                   | 1,932.20                     | 14.86                            | 2,627.90    | 20.21           | 4,874.74            | 37.50             | 118                                    | 91%                                       | 12                                    | 9%                                       |
| All Gas Emergency Calls for Sep 2019 |                         | 1,497      | 3622.72            | 2.42                   | 18,928.69                    | 12.64                            | 27,223.66   | 18.19           | 49,775.25           | 33.25             | 1,409                                  | 94%                                       | 88                                    | 6%                                       |

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     | 23         | 88.78              | 3.86                   | 154.23                       | 6.71                             | 430.15      | 18.70           | 673.16              | 29.27             | 23                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                  | CO Check/Alarm          | 133        | 513.38             | 3.86                   | 1,407.30                     | 10.58                            | 2,230.10    | 16.77           | 4,150.80            | 31.21             | 131                                    | 98%                                       | 2                                     | 2%                                       |
| EEX                                  | Gas Explosion           | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EFI                                  | Gas Fire                | 22         | 84.92              | 3.86                   | 129.83                       | 5.90                             | 350.88      | 15.95           | 565.64              | 25.71             | 22                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                  | Iced Regulator          | 0          | 0                  | 0.00                   | 0.00                         | 0.00                             | 0.00        | 0.00            | 0.00                | 0.00              | 0                                      | 0%  | 0                                     | 0%                                       |
| EOI                                  | Smells Gas Inside       | 604        | 2331.4             | 3.86                   | 6,773.30                     | 11.21                            | 11,053.00   | 18.30           | 20,157.90           | 33.37             | 577                                    | 96%                                       | 27                                    | 4%                                       |
| EOO                                  | Smells Gas Outside      | 370        | 1428.2             | 3.86                   | 4,783.90                     | 12.93                            | 6,572.10    | 17.76           | 12,784.24           | 34.55             | 352                                    | 95%                                       | 18                                    | 5%                                       |
| EPR                                  | High / Low Pressure     | 66         | 254.76             | 3.86                   | 768.02                       | 11.64                            | 1,280.70    | 19.40           | 2,303.47            | 34.90             | 62                                     | 94%                                       | 4                                     | 6%                                       |
| ETX                                  | CO Emergency            | 27         | 104.22             | 3.86                   | 291.22                       | 10.79                            | 507.55      | 18.80           | 902.99              | 33.44             | 25                                     | 93%                                       | 2                                     | 7%                                       |
| NOGAS                                | Customer Reports No Gas | 98         | 378.28             | 3.86                   | 1,121.60                     | 11.44                            | 1,761.10    | 17.97           | 3,260.95            | 33.28             | 97                                     | 99%                                       | 1                                     | 1%                                       |
| All Gas Emergency Calls for Nov 2019 |                         | 1,343      | 5183.94            | 3.86                   | 15,429.40                    | 11.49                            | 24,185.58   | 18.01           | 44,798.45           | 33.36             | 1,289                                  | 96%                                       | 54                                    | 4%                                       |



Month: December

| Job Code                             | Job Description         | Call Count | Answer & Talk Time | Avg Answer & Talk Time | Dispatch Time (Enroute Time) | Avg Dispatch Time (Enroute Time) | Travel Time | Avg Travel Time | Total Response Time | Avg Response Time | # Orders Responded to in <= 60 Minutes | % of Orders Responded to in <= 60 Minutes | # Orders Responded to in > 60 Minutes | % of Orders Responded to in > 60 Minutes |
|--------------------------------------|-------------------------|------------|--------------------|------------------------|------------------------------|----------------------------------|-------------|-----------------|---------------------|-------------------|--|---|---------------------------------------|--|
| EBG                                  | Broken/Hit Gas Line     | 12         | 46.8               | 3.90                   | 97.75                        | 8.15                             | 216.77      | 18.06           | 361.32              | 30.11             | 11                                     | 92%                                       | 1                                     | 8%                                       |
| ECO                                  | CO Check/Alarm          | 155        | 604.5              | 3.90                   | 1,344.90                     | 8.68                             | 2,731.00    | 17.62           | 4,680.38            | 30.20             | 153                                    | 99%                                       | 2                                     | 1%                                       |
| EEX                                  | Gas Explosion           | 1          | 3.9                | 3.90                   | 7.38                         | 7.38                             | 26.65       | 26.65           | 37.93               | 37.93             | 1                                      | 0%  | 0                                     | 0%                                       |
| EFI                                  | Gas Fire                | 18         | 70.2               | 3.90                   | 100.15                       | 5.56                             | 282.33      | 15.69           | 452.68              | 25.15             | 18                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                  | Iced Regulator          | 7          | 27.3               | 3.90                   | 59.52                        | 8.50                             | 135.05      | 19.29           | 221.87              | 31.70             | 7                                      | 0%  | 0                                     | 0%                                       |
| EOI                                  | Smells Gas Inside       | 640        | 2496               | 3.90                   | 6,552.40                     | 10.24                            | 11,069.00   | 17.30           | 20,117.12           | 31.43             | 624                                    | 98%                                       | 16                                    | 3%                                       |
| EOO                                  | Smells Gas Outside      | 400        | 1560               | 3.90                   | 4,359.90                     | 10.90                            | 7,786.10    | 19.47           | 13,706.00           | 34.27             | 379                                    | 95%                                       | 21                                    | 5%                                       |
| EPR                                  | High / Low Pressure     | 64         | 249.6              | 3.90                   | 603.72                       | 9.43                             | 1,264.20    | 19.75           | 2,117.50            | 33.09             | 61                                     | 95%                                       | 3                                     | 5%                                       |
| ETX                                  | CO Emergency            | 29         | 113.1              | 3.90                   | 305.58                       | 10.54                            | 512.32      | 17.67           | 930.99              | 32.10             | 27                                     | 93%                                       | 2                                     | 7%                                       |
| NOGAS                                | Customer Reports No Gas | 98         | 382.2              | 3.90                   | 1,187.90                     | 12.12                            | 1,963.00    | 20.03           | 3,533.10            | 36.05             | 94                                     | 96%                                       | 4                                     | 4%                                       |
| All Gas Emergency Calls for Dec 2019 |                         | 1,424      | 5553.6             | 3.90                   | 14,619.20                    | 10.27                            | 25,986.42   | 18.25           | 46,158.96           | 32.42             | 1,375                                  | 97%                                       | 49                                    | 3%                                       |

|  | Total 2019 | 19-Jan | 19-Feb | 19-Mar | 19-Apr | 19-May | 19-Jun | 19-Jul | 19-Aug | 19-Sep | 19-Oct | 19-Nov | 19-Dec |
|--|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Failure to mark a line                       | 26         | 0      | 0      | 1      | 1      | 2      | 8      | 3      | 4      | 2      | 3      | 1      | 1      |
| Mismarked Lines                              | 20         | 0      | 2      | 1      | 0      | 4      | 5      | 3      | 3      | 0      | 1      | 0      | 1      |
| Total Number of Mislocates                   | 46         | 0      | 2      | 2      | 1      | 6      | 13     | 6      | 7      | 2      | 4      | 1      | 2      |
| Number of Locate tickets                     | 224,234    | 4,709  | 3,668  | 5,770  | 24,595 | 33,870 | 29,409 | 28,185 | 26,216 | 24,550 | 26,398 | 11,742 | 5,122  |
| Number of Mislocates Per 1000 Locate Tickets | 0.21       | 0      | 0.55   | 0.35   | 0.04   | 0.18   | 0.44   | 0.21   | 0.27   | 0.08   | 0.15   | 0.09   | 0.39   |

|  | Total 2019 | 19-Jan | 19-Feb | 19-Mar | 19-Apr | 19-May | 19-Jun | 19-Jul | 19-Aug | 19-Sep | 19-Oct | 19-Nov | 19-Dec |
|--|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Damage Under the Control of Xcel Energy's Employees and Contractors    | 64         | 0      | 2      | 3      | 2      | 8      | 16     | 7      | 8      | 8      | 6      | 2      | 2      |
| Damage Caused by All Others  | 162        | 2      | 2      | 1      | 8      | 15     | 27     | 34     | 25     | 19     | 21     | 7      | 1      |
| <b>Total Damages</b>   | 226        | 2      | 4      | 4      | 10     | 23     | 43     | 41     | 33     | 27     | 27     | 9      | 3      |
|  |            |        |        |        |        |        |        |        |        |        |        |        |        |
| MN Miles of Distribution and Transmission Main as of December 31, 2019 | 9,533      | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  | 9,533  |
|  |            |        |        |        |        |        |        |        |        |        |        |        |        |
| <b>Damage Per 100 Miles of Main:</b>                                   |            |        |        |        |        |        |        |        |        |        |        |        |        |
| Damage Under the Control of Xcel Energy's Employees and Contractors    | 0.67       | 0      | 0.02   | 0.03   | 0.02   | 0.08   | 0.17   | 0.07   | 0.08   | 0.08   | 0.06   | 0.02   | 0.02   |
| Damage Caused by All Others  | 1.7        | 0.02   | 0.02   | 0.01   | 0.08   | 0.16   | 0.28   | 0.36   | 0.26   | 0.2    | 0.22   | 0.07   | 0.01   |
| <b>Total Damage Rate</b>   | 2.37       | 0.02   | 0.04   | 0.04   | 0.1    | 0.24   | 0.45   | 0.43   | 0.35   | 0.28   | 0.28   | 0.09   | 0.03   |

Xcel Energy  
Natural Gas Service Quality Report 2019  
Natural Gas Service Interruptions

Docket No. G002/M-20-\_\_\_\_  
Attachment L  
Page 1 of 1

|   | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Total 2019 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| <b>Outages Due to Employees/Contractors</b> |        |        |        |        |        |        |        |        |        |        |        |        |            |
| Number of Homes                             | 70     | 0      | 2      | 0      | 32     | 78     | 66     | 3      | 1      | 55     | 0      | 0      | 307        |
| Number of Incidents                         | 1      | 0      | 2      | 0      | 4      | 2      | 3      | 3      | 1      | 5      | 0      | 2      | 23         |
| Average Outage Time (Hr: Min)               | 3:08   | 0:00   | 0:50   | 0:00   | 1:30   | 3:52   | 0:43   | 0:43   | 1:04   | 0:55   | 0:00   | 0:40   | 1:32       |
|   |        |        |        |        |        |        |        |        |        |        |        |        |            |
| <b>Outages Due to All Other Causes</b>      |        |        |        |        |        |        |        |        |        |        |        |        |            |
| Number of Homes                             | 245    | 1119   | 0      | 5      | 474    | 326    | 99     | 1006   | 577    | 23     | 0      | 0      | 3,874      |
| Number of Incidents                         | 6      | 3      | 2      | 7      | 19     | 24     | 17     | 18     | 18     | 24     | 6      | 4      | 148        |
| Average Outage Time (Hr: Min)               | 8:16   | 10:19  | 1:10   | 1:52   | 1:59   | 2:13   | 1:22   | 1:17   | 1:16   | 1:25   | 1:48   | 0:34   | 2:12       |

| Address                          | City             | Date     | Number of<br>Customers<br>Affected | How Xcel<br>Became Aware     | Root Cause   | Actions to Fix   | Actions to<br>Contact Public  | Were There Public<br>Relations Issues              | Customer or<br>Company<br>Relight? | Gas off           | Gas on            | Duration     | Gas<br>Explosion? | Commission<br>Notified |
|----------------------------------|------------------|----------|------------------------------------|------------------------------|--|--|---|--|------------------------------------|-------------------|-------------------|--------------|-------------------|------------------------|
| <b>(PROTECTED DATA BEGINS...</b> |                  |          |                                    |                              |  |  |   |  |                                    |                   |                   |              |                   |                        |
|                                  | St. Cloud        | 01/15/19 | 70                                 | Xcel Gas Operations          | Maintenance work on gas system   | Isolated and secured gas leak  | Door to door communication  | N/A  | Xcel Energy                        | 1/15/19 @ 2:22pm  | 1/15/19 @ 5:30pm  | 3 hrs 8 min  | No                | Y                      |
|                                  | Hugo             | 01/30/19 | 289                                | Customer                     | Loss of gas pressure   | Isolated area, checked homes and relit pilots as needed  | Door to door communication, outbound calls, information published on website, news releases | Media Onsite                                       | Xcel Energy                        | 1/30/19 @ 6:08am  | 1/30/19 @ 9:56am  | 3 hrs 48 min | No                | Y                      |
|                                  | Princeton        | 01/30/19 | 152                                | Customer                     | Gas Outage   | Isolated area and turned off meters  | Door to door communication, outbound calls, information published on website, news releases | Media Onsite                                       | Xcel Energy                        | 1/30/19 @ 2:30am  | 1/31/19 @ 11:35am | 33 hrs 5 min | No                | Y                      |
|                                  | St. Paul         | 02/01/19 | 1                                  | Customer                     | Gas leak on meter set  | Isolated and secured gas leak  | Onsite  | N/A  | Xcel Energy                        | 2/1/19 @ 7:03am   | 2/1/19 @ 9:00am   | 1 hr 57 min  | No                | Y                      |
|                                  | Moorhead         | 02/14/19 | 975                                | Fire Department              | Above ground chart box damaged by snow removal equipment.  | Established safe perimeter and monitored until gas leak was secured  | Door to door communication, outbound calls  | Media Onsite                                       | Xcel Energy                        | 2/15/19 @ 12:00pm | 2/15/19 @ 9:58pm  | 9 hrs 58 min | No                | Y                      |
|                                  | East Grand Forks | 02/24/19 | 143                                | Fire Department              | Above ground chart box damaged by snow removal equipment.  | Established safe perimeter and monitored until gas leak was secured  | Door to door communication, outbound call   | N/A  | Xcel Energy                        | 2/24/19 @ 6:26pm  | 2/25/19 @ 1:30pm  | 7 hrs        | No                | Y                      |
|                                  | Maplewood        | 03/12/19 | 0                                  | Fire Department              | 3rd party directional bore damage of a 3" PE main  | Established safe perimeter and monitored until gas leak was secured  | N/A   | N/A  | No customer outages occurred       | N/A               | N/A               | N/A          | No                | Y                      |
|                                  | Forest Lake      | 03/29/19 | 1                                  | Fire Department              | 1st party damage of a 5/8" PE service  | Established safe perimeter and monitored until gas leak was secured  | Onsite  | N/A  | Xcel Energy                        | 3/29/19 @ 1:34pm  | 3/29/19 @ 2:45pm  | 1 hr 11 min  | No                | Y                      |
|                                  | St. Paul         | 04/20/19 | 1                                  | Fire Department              | House Explosion  | Responders secured safe perimeter and began checking and evacuating nearby homes.  | Door to door communication  | N/A  | Xcel Energy                        | 4/20/19 @ 2:10pm  | 4/20/19 @ 2:55pm  | 45 min       | No                | Y                      |
|                                  | St. Paul         | 05/02/19 | 30                                 | Fire Department              | 3rd party damage of a 1-1/8" PE service  | Responders secured safe perimeter and began checking and evacuating nearby homes.  | Door to door communication  | Media Onsite                                       | Xcel Energy                        | 5/2/19 @ 11:23am  | 5/2/19 @ 1:00 pm  | 1 hr 37 min  | No                | Y                      |
|                                  | Sartell          | 05/06/19 | 120                                | Fire Department              | 3rd party damage of a 2" PE main   | A secure perimeter was established and monitored. The Gas main was repaired.   | Door to door communication  | N/A  | Xcel Energy                        | 5/6/19 @ 12:32pm  | 5/6/19 @ 7:09 pm  | 5 hr 23 min  | No                | Y                      |
|                                  | Lake Elmo        | 05/10/19 | 1                                  | Fire Department              | 3rd party damage of a 5/8" PE  | Responders secured safe perimeter and traffic rerouted by the local Fire Department as a precaution, Gas construction excavated remotely to stop the leaking.  | Door to door communication  | N/A  | Xcel Energy                        | 5/10/19 @ 2:55pm  | 5/10/19 @ 4:47pm  | 1 hr 52 min  | No                | Y                      |
|                                  | St. Cloud        | 05/25/19 | 174                                | Fire Department              | 3rd party damage of an 1 1/2" PE main  | A secure perimeter was established and monitored. The Gas main was repaired.   | Door to door communication  | N/A  | Xcel Energy                        | 5/25/19 @ 11:29am | 5/25/19 @ 5:03pm  | 6 hrs        | No                | Y                      |
|                                  | Roseville        | 05/28/19 | 0                                  | Fire Department              | Damaged gas line at Roseville Area High School   | Responders secured safe perimeter and traffic rerouted by the local Fire Department as a precaution, Gas construction excavated remotely to stop the leaking.  | Door to door communication  | N/A  | Xcel Energy                        | 5/28/19 @ 8:13am  | 5/28/19 @ 9:05am  | 1 hr         | No                | Y                      |
|                                  | Winona           | 06/04/19 | 0                                  | Fire Department              | Xcel Energy gas crews were in the process of cutting and capping a service tee on a 4" steel main, which resulted in a blowing gas situation. A secure perimeter was established | Gas was off at approximately 13:45. Local gas crews along with onsite management made the decision to don level one PPE and shut off the blowing gas with the local fire department standing by. The area remained monitored and was secure. Due to road closures, this event was a regulatory reportable and MNOPS was notified | N/A   | Road Closures - Local media reporting on the event | No customer outages occurred       | 6/4/19 @ 11:45am  | 6/4/19 @ 2:40pm   | 2 hr 55 min  | No                | Y                      |
|                                  | White Bear Lake  | 06/10/19 | 78                                 | Q3 Contracting               | Q3 contracting performing maintenance on gas system  | Re-pressurized system and relit all homes  | Door to door communication  | N/A  | Xcel Energy                        | 6/10/19 @ 6:10pm  | 6/10/19 @ 11:00pm | 4 hrs 50 min | No                | Y                      |
|                                  | Roseville        | 06/10/19 | 7                                  | 911 Dispatcher               | 3rd Party damage of the gas main   | Coordinated with local Fire Dept to secure the area, excavated remotely to shut off gas.   | Door to door communication  | Media Onsite                                       | Xcel Energy                        | 6/10/19 @ 3:07pm  | 6/10/19 @ 6:15pm  | 3 hr 8 min   | No                | Y                      |
|                                  | Oakdale          | 06/18/19 | 83                                 | Washington County Dispatcher | 3rd party contractor hit 2 inch main   | A secure perimeter was established and monitored. The gas main was repaired.   | Door to door communication  | N/A  | Xcel Energy                        | 6/18/19 @ 3:26pm  | 6/18/19 @ 8:00pm  | 4 hr 34 min  | No                | N                      |



Customer Service Related Operations and Maintenance Expenses


| 2019 Actuals                                |              |                          |           |
|---|--------------|--------------------------|-----------|
| NSPM Company Gas                            |              |                          |           |
|   | Utility      | State of MN Jurisdiction |           |
| FERC Account 901 & 903                      | \$ 5,851,194 | \$                       | 5,199,451 |
| Associated Payroll Taxes & Benefits         | \$ 316,157   | \$                       | 306,623   |
| Total Customer Service Related O&M Expenses | \$ 6,167,351 | \$                       | 5,506,074 |

| Utility                 | Work Resolution           | Data           | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | Grand Total |      |
|-------------------------|---------------------------|----------------|------|------|------|------|------|------|------|------|------|------|------|------|-------------|------|
| Electric                | INVESTIGATE AND REMEDIATE | Order Count    | 305  | 303  | 278  | 170  | 298  | 237  | 344  | 362  | 293  | 325  | 176  | 345  | 3436        |      |
|                         |                           | Average Days   | 3.49 | 3.45 | 3.79 | 4.24 | 3.66 | 3.15 | 3.33 | 3.36 | 3.62 | 3.04 | 3.03 | 3.68 | 3.47        |      |
|                         |                           | Min Days       | 1    | 1    | 1    | 1    | 0    | 0    | 1    | 1    | 1    | 1    | 1    | 1    | 0           |      |
|                         |                           | Max of Days    | 9    | 14   | 14   | 33   | 10   | 14   | 10   | 21   | 14   | 7    | 7    | 37   | 37          |      |
|                         |                           | StdDev of Days | 1.30 | 1.47 | 1.69 | 2.67 | 1.59 | 1.76 | 1.66 | 1.67 | 1.55 | 1.32 | 1.36 | 2.30 | 1.73        |      |
|                         | INVESTIGATE AND REFER     | Order Count    | 27   | 30   | 20   | 83   | 22   | 20   | 35   | 32   | 29   | 31   | 12   | 25   | 366         |      |
|                         |                           | Average Days   | 3.22 | 4.40 | 4.30 | 2.72 | 3.64 | 3.65 | 3.54 | 3.38 | 3.79 | 4.42 | 2.83 | 4.40 | 3.57        |      |
|                         |                           | Min Days       | 2    | 2    | 2    | 1    | 2    | 2    | 1    | 1    | 2    | 1    | 1    | 2    | 1           |      |
|                         |                           | Max of Days    | 5    | 15   | 10   | 7    | 6    | 6    | 6    | 6    | 24   | 44   | 5    | 6    | 44          |      |
|                         |                           | StdDev of Days | 1.25 | 2.81 | 1.95 | 1.37 | 1.40 | 1.53 | 1.46 | 1.45 | 4.04 | 7.50 | 1.19 | 1.41 | 2.90        |      |
|                         | REMEDiate UPON REFERRAL   | Order Count    |      |      |      |      |      |      |      |      |      |      |      |      |             | 3    |
|                         |                           | Average Days   |      |      |      |      |      |      |      |      |      |      |      |      |             | 1.00 |
|                         |                           | Min Days       |      |      |      |      |      |      |      |      |      |      |      |      |             | 1    |
|                         |                           | Max of Days    |      |      |      |      |      |      |      |      |      |      |      |      |             | 1    |
|                         |                           | StdDev of Days |      |      |      |      |      |      |      |      |      |      |      |      |             | 0.00 |
| Electric Order Count    |                           |                | 332  | 333  | 298  | 253  | 320  | 257  | 381  | 394  | 323  | 356  | 188  | 370  | 3805        |      |
| Electric Average Days   |                           |                | 3.46 | 3.53 | 3.83 | 3.74 | 3.66 | 3.19 | 3.34 | 3.36 | 3.63 | 3.16 | 3.02 | 3.73 | 3.48        |      |
| Electric Min Days       |                           |                | 1    | 1    | 1    | 1    | 0    | 0    | 1    | 1    | 1    | 1    | 1    | 1    | 0           |      |
| Electric Max of Days    |                           |                | 9    | 15   | 14   | 33   | 10   | 14   | 10   | 21   | 24   | 44   | 7    | 37   | 44          |      |
| Electric StdDev of Days |                           |                | 1.29 | 1.65 | 1.71 | 2.43 | 1.57 | 1.75 | 1.65 | 1.66 | 1.91 | 2.55 | 1.35 | 2.26 | 1.88        |      |

| Gas                      | INVESTIGATE AND REMEDIATE | Order Count    | 238  | 203  | 217  | 202  | 258  | 229  | 179  | 157  | 148  | 212  | 132  | 203  | 2378 |
|--------------------------|---------------------------|----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|                          |                           | Average Days   | 5.66 | 4.93 | 4.60 | 4.49 | 5.18 | 5.17 | 4.68 | 5.48 | 4.76 | 4.24 | 3.77 | 5.41 | 4.91 |
|                          |                           | Min Days       | 1    | 1    | 0    | 0    | 0    | 1    | 1    | 0    | 0    | 0    | 0    | 0    | 0    |
|                          |                           | Max of Days    | 13   | 17   | 12   | 11   | 11   | 11   | 12   | 12   | 11   | 13   | 11   | 11   | 17   |
|                          |                           | StdDev of Days | 2.57 | 2.77 | 2.37 | 2.40 | 2.29 | 2.13 | 2.09 | 2.21 | 2.48 | 2.56 | 1.95 | 2.47 | 2.43 |
|                          | INVESTIGATE AND REFER     | Order Count    | 41   | 62   | 76   | 84   | 118  | 89   | 63   | 50   | 51   | 47   | 17   | 48   | 746  |
|                          |                           | Average Days   | 5.32 | 4.94 | 4.20 | 4.21 | 5.36 | 4.91 | 4.05 | 5.48 | 4.80 | 4.00 | 4.18 | 5.65 | 4.79 |
|                          |                           | Min Days       | 2    | 2    | 1    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 1    |
|                          |                           | Max of Days    | 13   | 13   | 10   | 13   | 12   | 12   | 9    | 13   | 11   | 9    | 10   | 10   | 13   |
|                          |                           | StdDev of Days | 2.50 | 2.68 | 1.82 | 2.13 | 2.37 | 2.19 | 1.89 | 2.21 | 2.28 | 1.98 | 2.38 | 2.18 | 2.27 |
|                          | REMEDiate UPON REFERRAL   | Order Count    | 27   | 59   | 47   | 53   | 94   | 46   | 46   | 23   | 21   | 42   | 18   | 26   | 502  |
|                          |                           | Average Days   | 6.70 | 5.12 | 5.06 | 5.87 | 6.71 | 7.09 | 6.13 | 4.52 | 8.52 | 4.07 | 6.06 | 6.54 | 5.98 |
|                          |                           | Min Days       | 0    | 0    | 1    | 1    | 0    | 1    | 1    | 0    | 0    | 0    | 1    | 0    | 0    |
|                          |                           | Max of Days    | 26   | 28   | 19   | 19   | 32   | 35   | 18   | 19   | 38   | 14   | 21   | 24   | 38   |
|                          |                           | StdDev of Days | 5.86 | 5.48 | 3.90 | 4.24 | 6.19 | 7.07 | 4.31 | 4.92 | 9.86 | 3.60 | 5.35 | 6.79 | 5.67 |
| Gas Order Count          |                           |                | 306  | 324  | 340  | 339  | 470  | 364  | 288  | 230  | 220  | 301  | 167  | 277  | 3626 |
| Gas Average Days         |                           |                | 5.71 | 4.96 | 4.58 | 4.64 | 5.53 | 5.35 | 4.77 | 5.38 | 5.13 | 4.18 | 4.06 | 5.56 | 5.03 |
| Gas Min Days             |                           |                | 0    | 0    | 0    | 0    | 0    | 1    | 1    | 0    | 0    | 0    | 0    | 0    | 0    |
| Gas Max of Days          |                           |                | 26   | 28   | 19   | 19   | 32   | 35   | 18   | 19   | 38   | 14   | 21   | 24   | 38   |
| Gas StdDev of Days       |                           |                | 3.00 | 3.40 | 2.54 | 2.75 | 3.50 | 3.27 | 2.61 | 2.60 | 3.92 | 2.64 | 2.64 | 3.09 | 3.09 |
|                          |                           |                |      |      |      |      |      |      |      |      |      |      |      |      |      |
| Total E & G Order Count  |                           |                | 638  | 657  | 638  | 593  | 791  | 622  | 669  | 625  | 547  | 658  | 355  | 648  | 7441 |
| Total E & G Average Days |                           |                | 4.54 | 4.24 | 4.23 | 4.25 | 4.77 | 4.45 | 3.96 | 4.11 | 4.24 | 3.63 | 3.51 | 4.53 | 4.24 |
| Total E & G Days Min     |                           |                | 0    | 0    | 0    | 0    | 0    | 0    | 1    | 0    | 0    | 0    | 0    | 0    | 0    |
| Total E & G Days Max     |                           |                | 26   | 28   | 19   | 33   | 32   | 35   | 18   | 21   | 38   | 44   | 21   | 37   | 44   |
| Total E & G Days Std Dev |                           |                | 2.54 | 2.75 | 2.22 | 2.65 | 3.02 | 2.94 | 2.23 | 2.27 | 2.98 | 2.64 | 2.12 | 2.84 | 2.66 |



[illegible]

|  |                         |  |            |
|--|-------------------------|--|------------|
| NOTICE: This report is required by 49 CFR Part 191. Failure to report can result in a civil penalty not to exceed 100,000 for each violation for each day that such violation persists except that the maximum civil penalty shall not exceed \$1,000,000 as provided in 49 USC 60122. |                         | OMB NO: 2137-0629<br>EXPIRATION DATE: 10/31/2021 |            |
|  <p>U.S Department of Transportation<br/>Pipeline and Hazardous Materials Safety Administration</p>  | Initial Date Submitted: |  | 03/11/2020 |
|  | Form Type:              |  | INITIAL    |
|  | Date Submitted:         |  |            |

**ANNUAL REPORT FOR  
CALENDAR YEAR 2019  
GAS DISTRIBUTION SYSTEM**

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 16 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

**Important:** Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

|   |  |                                       |                |  |
|---|--|---------------------------------------|----------------|--|
| <b>PART A - OPERATOR INFORMATION</b>  |  | (DOT use only)                        | 20201018-40303 |  |
| 1. Name of Operator   |  | NORTHERN STATES POWER CO OF MINNESOTA |                |  |
| 2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)  |  |                                       |                |  |
| 2a. Street Address  |  | 825 RICE ST                           |                |  |
| 2b. City and County   |  | ST PAUL                               |                |  |
| 2c. State   |  | MN                                    |                |  |
| 2d. Zip Code  |  | 55101                                 |                |  |
| 3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER   |  | 31636                                 |                |  |
| 4. HEADQUARTERS NAME & ADDRESS  |  |                                       |                |  |
| 4a. Street Address  |  | 414 NICOLLET MALL                     |                |  |
| 4b. City and County   |  | MINNEAPOLIS                           |                |  |
| 4c. State   |  | MN                                    |                |  |
| 4d. Zip Code  |  | 55402                                 |                |  |
| 5. STATE IN WHICH SYSTEM OPERATES   |  | MN                                    |                |  |
| 6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.) |  |                                       |                |  |
| Natural Gas   |  |                                       |                |  |
| 7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):  |  |                                       |                |  |
| Investor Owned  |  |                                       |                |  |

| <b>PART B - SYSTEM DESCRIPTION</b> |             |        |                           |        |         |                          |                 |        |       |                                |                 |
|------------------------------------|-------------|--------|---------------------------|--------|---------|--------------------------|-----------------|--------|-------|--------------------------------|-----------------|
| <b>1.GENERAL</b>                   |             |        |                           |        |         |                          |                 |        |       |                                |                 |
|                                    | STEEL       |        |                           |        | PLASTIC | CAST/<br>WROUGHT<br>IRON | DUCTILE<br>IRON | COPPER | OTHER | RECONDITION<br>ED<br>CAST IRON | SYSTEM<br>TOTAL |
|                                    | UNPROTECTED |        | CATHODICALLY<br>PROTECTED |        |         |                          |                 |        |       |                                |                 |
|                                    | BARE        | COATED | BARE                      | COATED |         |                          |                 |        |       |                                |                 |
| MILES OF<br>MAIN                   | 0.4         | 48.9   |                           | 823.4  | 8550    | 0                        | 0               | 0      | 24    | 0                              | 9446.7          |
| NO. OF<br>SERVICES                 | 79          | 2649   |                           | 6194   | 430797  | 0                        | 0               | 612    | 5194  | 0                              | 445525          |

| 2.MILES OF MAINS IN SYSTEM AT END OF YEAR                        |         |            |                 |                 |                            |           |               |           |           |           |       |
|--|---------|------------|-----------------|-----------------|----------------------------|-----------|---------------|-----------|-----------|-----------|-------|
| MATERIAL   | UNKNOWN | 2" OR LESS | OVER 2" THRU 4" | OVER 4" THRU 8" | OVER 8" THRU 12"           | OVER 12"  | SYSTEM TOTALS |           |           |           |       |
| STEEL  | 0.1     | 224.7      | 234.1           | 284.8           | 93.2                       | 35.8      | 872.7         |           |           |           |       |
| DUCTILE IRON   | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| COPPER   | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| CAST/WROUGHT IRON  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| PLASTIC PVC  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| PLASTIC PE   | 0.1     | 6312.4     | 1811.2          | 426.3           | 0                          | 0         | 8550          |           |           |           |       |
| PLASTIC ABS  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| PLASTIC OTHER  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| OTHER  | 0.1     | 7.5        | 15.3            | 0.3             | 0.8                        | 0         | 24            |           |           |           |       |
| RECONDITIONED CAST IRON  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| TOTAL  | 0.3     | 6544.6     | 2060.6          | 711.4           | 94                         | 35.8      | 9446.7        |           |           |           |       |
| Describe Other Material:   |         | none       |                 |                 |                            |           |               |           |           |           |       |
|  |         |            |                 |                 |                            |           |               |           |           |           |       |
| 3.NUMBER OF SERVICES IN SYSTEM AT END OF YEAR                    |         |            |                 |                 | AVERAGE SERVICE LENGTH: 96 |           |               |           |           |           |       |
| MATERIAL   | UNKNOWN | 1" OR LESS | OVER 1" THRU 2" | OVER 2" THRU 4" | OVER 4" THRU 8"            | OVER 8"   | SYSTEM TOTALS |           |           |           |       |
| STEEL  | 412     | 7293       | 1058            | 135             | 20                         | 4         | 8922          |           |           |           |       |
| DUCTILE IRON   | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| COPPER   | 2       | 608        | 2               | 0               | 0                          | 0         | 612           |           |           |           |       |
| CAST/WROUGHT IRON  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| PLASTIC PVC  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| PLASTIC PE   | 146     | 372354     | 57971           | 297             | 29                         | 0         | 430797        |           |           |           |       |
| PLASTIC ABS  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| PLASTIC OTHER  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| OTHER  | 3737    | 924        | 510             | 23              | 0                          | 0         | 5194          |           |           |           |       |
| RECONDITIONED CAST IRON  | 0       | 0          | 0               | 0               | 0                          | 0         | 0             |           |           |           |       |
| TOTAL  | 4297    | 381179     | 59541           | 455             | 49                         | 4         | 445525        |           |           |           |       |
| Describe Other Material:   |         | none       |                 |                 |                            |           |               |           |           |           |       |
| 4.MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION |         |            |                 |                 |                            |           |               |           |           |           |       |
|  | UNKNOWN | PRE-1940   | 1940-1949       | 1950-1959       | 1960-1969                  | 1970-1979 | 1980-1989     | 1990-1999 | 2000-2009 | 2010-2019 | TOTAL |

|                           |       |     |     |      |       |       |       |        |        |        |        |
|---------------------------|-------|-----|-----|------|-------|-------|-------|--------|--------|--------|--------|
| <b>MILES OF MAIN</b>      | 2857  | 1.1 | 0.6 | 36.5 | 111.4 | 248.9 | 563.5 | 2401.3 | 2003.8 | 1222.5 | 9446.6 |
| <b>NUMBER OF SERVICES</b> | 42229 | 79  | 21  | 1498 | 8834  | 24650 | 74508 | 133378 | 101005 | 59323  | 445525 |

**PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR**

| CAUSE OF LEAK               | MAINS |           | SERVICES |           |
|-----------------------------|-------|-----------|----------|-----------|
|                             | TOTAL | HAZARDOUS | TOTAL    | HAZARDOUS |
| CORROSION FAILURE           | 1     | 1         | 43       | 37        |
| NATURAL FORCE DAMAGE        | 12    | 8         | 66       | 44        |
| EXCAVATION DAMAGE           | 79    | 79        | 207      | 205       |
| OTHER OUTSIDE FORCE DAMAGE  | 10    | 8         | 64       | 41        |
| PIPE, WELD OR JOINT FAILURE | 22    | 14        | 128      | 43        |
| EQUIPMENT FAILURE           | 25    | 3         | 663      | 58        |
| INCORRECT OPERATIONS        | 0     | 0         | 5        | 3         |
| OTHER CAUSE                 | 57    | 29        | 238      | 83        |

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 205

**PART D - EXCAVATION DAMAGE**

1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: 312

- a. One-Call Notification Practices Not Sufficient: 88
- b. Locating Practices Not Sufficient: 70
- c. Excavation Practices Not Sufficient: 154
- d. Other: 0

2. NUMBER OF EXCAVATION TICKETS : 193093

**PART E - EXCESS FLOW VALUE (EFV) AND SERVICE VALVE DATA**

Total Number Of Services with EFV Installed During Year: 3987

Estimated Number Of Services with EFV In the System At End Of Year: 145407

\* Total Number of Manual Service Line Shut-off Valves Installed During Year: 61

\* Estimated Number of Services with Manual Service Line Shut-off Valves Installed in the System at End of Year: 202

*\*These questions only pertain to reporting years 2017 & beyond.*

**PART F - LEAKS ON FEDERAL LAND**

TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: 1

**PART G-PERCENT OF UNACCOUNTED FOR GAS**

UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.

[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.

FOR YEAR ENDING 6/30: 2%

**PART H - ADDITIONAL INFORMATION**

|   |  |
|---|--|
|   |  |
| <b>PART I - PREPARER</b>  |  |
|   |  |
| Elisabeth Kallberg, Pipeline Compliance Consultant<br>(Preparer's Name and Title) | (651) 229-2282<br>(Area Code and Telephone Number) |
|   |  |
| elisabeth.m.kallberg@xcelenergy.com<br>(Preparer's email address)                 | (Area Code and Facsimile Number)                   |

## 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.

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-20-\_\_\_\_**  
**MISCELLANEOUS GAS SERVICE LIST**

Dated this 1<sup>st</sup> day of May 2020

/s/

---

Paget Pengelly

[illegible]

| First Name     | Last Name                      | Email                                | Company Name                         | Address  | Delivery Method    | View Trade Secret | Service List Name   |
|----------------|--------------------------------|--------------------------------------|--------------------------------------|--|--------------------|-------------------|---|
| Richard        | Johnson                        | Rick.Johnson@lawmoss.com             | Moss & Barnett                       | 150 S. 5th Street<br>Suite 1200<br>Minneapolis,<br>MN<br>55402             | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Sarah          | Johnson Phillips               | sarah.phillips@stoel.com             | Stoel Rives LLP                      | 33 South Sixth Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402         | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Michael        | Krikava                        | mkrikava@taftlaw.com                 | TAFT Stettinius & Hollister, LLP     | 2200 IDS Center<br>80 S 8th St<br>Minneapolis,<br>MN<br>55402              | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Peder          | Larson                         | plarson@larkinhoffman.com            | Larkin Hoffman Daly & Lindgren, Ltd. | 8300 Norman Center Drive<br>Suite 1000<br>Bloomington,<br>MN<br>55437      | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Eric           | Lipman                         | eric.lipman@state.mn.us              | Office of Administrative Hearings    | PO Box 64620<br><br>St. Paul,<br>MN<br>551640620                           | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Pam            | Marshall                       | pam@energycents.org                  | Energy CENTS Coalition               | 823 7th St E<br><br>St. Paul,<br>MN<br>55106                               | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| David          | Moeller                        | dmoeller@allete.com                  | Minnesota Power                      | 30 W Superior St<br><br>Duluth,<br>MN<br>558022093                         | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Andrew         | Moratzka                       | andrew.moratzka@stoel.com            | Stoel Rives LLP                      | 33 South Sixth St Ste 4200<br><br>Minneapolis,<br>MN<br>55402              | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| David          | Niles                          | david.niles@avantenergy.com          | Minnesota Municipal Power Agency     | 220 South Sixth Street<br>Suite 1300<br>Minneapolis,<br>Minnesota<br>55402 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Generic Notice | Residential Utilities Division | residential.utilities@ag.state.mn.us | Office of the Attorney General-RUD   | 1400 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012131         | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |



| First Name | Last Name | Email                             | Company Name                | Address  | Delivery Method    | View Trade Secret | Service List Name  |
|------------|-----------|-----------------------------------|-----------------------------|--|--------------------|-------------------|--|
| Richard    | Savelkoul | rsavelkoul@martinsquires.com      | Martin & Squires, P.A.      | 332 Minnesota Street Ste W2750<br><br>St. Paul,<br>MN<br>55101 | Electronic Service | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Will       | Seuffert  | Will.Seuffert@state.mn.us         | Public Utilities Commission | 121 7th Pl E Ste 350<br><br>Saint Paul,<br>MN<br>55101         | Electronic Service | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| James M    | Strommen  | jstrommen@kennedy-graven.com      | Kennedy & Graven, Chartered | 200 S 6th St Ste 470<br><br>Minneapolis,<br>MN<br>55402        | Electronic Service | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Lynnette   | Sweet     | Regulatory.records@xcelenergy.com | Xcel Energy                 | 414 Nicollet Mall FL 7<br><br>Minneapolis,<br>MN<br>554011993  | Electronic Service | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |