

**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	0	0	0	0	0	0	0	2	0	1	0	0	3
	High Bill	0	0	0	1	0	0	0	1	1	0	0	0	3
	Inadequate Service	1	1	1	0	0	1	2	1	0	3	4	0	14
	Serv Rest Interval	0	0	0	0	0	0	1	0	2	0	0	0	3
	Service Ext Interval	0	0	0	0	0	1	0	1	0	0	1	0	3
Commercial Total		1	1	1	1	0	2	3	5	3	4	5	0	26
Government	Inadequate Service	0	0	0	1	0	0	0	0	0	0	0	0	1
Government Total		0	0	0	1	0	0	0	0	0	0	0	0	1
Residential	Billing Error	4	11	4	9	2	4	4	1	8	8	7	5	67
	High Bill	0	3	0	1	2	3	3	3	3	1	3	1	23
	Inaccurate Meterin	6	1	4	2	3	1	0	1	1	2	1	0	22
	Inadequate Service	10	20	34	15	13	13	16	15	26	32	26	10	230
	Serv Rest Interval	0	0	0	1	2	2	5	10	10	5	0	0	35
	Service Ext Interval	0	1	0	0	0	1	0	0	1	5	1	0	9
	Wrongful Disconne	10	4	2	0	0	0	0	0	0	0	0	0	16
Residential Total		30	40	44	28	22	24	28	30	49	53	38	16	402
Industrial	Inadequate Service	0	0	0	0	0	0	0	0	1	0	0	0	1
Industrial Total		0	0	0	0	0	0	0	0	1	0	0	0	1

	Count of Incident I Column Labels													
	Row Labels	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total
Totals	Billing Error	4	11	4	9	2	4	4	3	8	9	7	5	70
	High Bill	0	3	0	2	2	3	3	4	4	1	3	1	26
	Inaccurate Meterin	6	1	4	2	3	1	0	1	1	2	1	0	22
	Inadequate Service	11	21	35	16	13	14	18	16	27	35	30	10	246
	Serv Rest Interval	0	0	0	1	2	2	6	10	12	5	0	0	38
	Service Ext Interval	0	1	0	0	0	2	0	1	1	5	2	0	12
	Wrongful Disconne	10	4	2	0	0	0	0	0	0	0	0	0	16
	Grand Total	31	41	45	30	22	26	31	35	53	57	43	16	430

Percentage	
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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	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	40.0%	0.0%	25.0%	0.0%		11.5%
	High Bill	0.0%	0.0%	0.0%	100.0%		0.0%	0.0%	20.0%	33.3%	0.0%	0.0%		11.5%
	Inadequate Service	100.0%	100.0%	100.0%	0.0%		50.0%	66.7%	20.0%	0.0%	75.0%	80.0%		53.8%
	Serv Rest Interval	0.0%	0.0%	0.0%	0.0%		0.0%	33.3%	0.0%	66.7%	0.0%	0.0%		11.5%
	Service Ext Interval	0.0%	0.0%	0.0%	0.0%		50.0%	0.0%	20.0%	0.0%	0.0%	20.0%		11.5%
Government	Inadequate Service				100.0%									100.0%
Residential	Billing Error	13.3%	27.5%	9.1%	32.1%	9.1%	16.7%	14.3%	3.3%	16.3%	15.1%	18.4%	31.3%	16.7%
	High Bill	0.0%	7.5%	0.0%	3.6%	9.1%	12.5%	10.7%	10.0%	6.1%	1.9%	7.9%	6.3%	5.7%
	Inaccurate Meterin	20.0%	2.5%	9.1%	7.1%	13.6%	4.2%	0.0%	3.3%	2.0%	3.8%	2.6%	0.0%	5.5%
	Inadequate Service	33.3%	50.0%	77.3%	53.6%	59.1%	54.2%	57.1%	50.0%	53.1%	60.4%	68.4%	62.5%	57.2%
	Serv Rest Interval	0.0%	0.0%	0.0%	3.6%	9.1%	8.3%	17.9%	33.3%	20.4%	9.4%	0.0%	0.0%	8.7%
	Service Ext Interval	0.0%	2.5%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	2.0%	9.4%	2.6%	0.0%	2.2%
	Wrongful Disconne	33.3%	10.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%
Industrial	Inadequate Service									100.0%				100.0%

[illegible]

C. The Number and Percentage of Complaints Resolved upon:														
CustomerType	DTR Status	Month												
		1	2	3	4	5	6	7	8	9	10	11	12	Total
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020
Commercial	Immediate	0	0	0	0	0	0	0	1	0	0	0	0	1
Commercial	10 Days or Less	0	1	1	1	0	2	2	4	1	4	4	0	20
Commercial	Greater Than 10 Days	1	0	0	0	0	0	1	0	2	0	1	0	5
Commercial Total		1	1	1	1	0	2	3	5	3	4	5	0	26
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	1	0	0	0	1
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	1	0	0	0	1
Residential	Immediate	6	12	11	10	2	2	1	1	4	7	3	2	61
Residential	10 Days or Less	21	28	33	18	19	22	26	28	45	46	34	14	334
Residential	Greater Than 10 Days	3	0	0	0	1	0	1	1	0	0	1	0	7
Residential Total		30	40	44	28	22	24	28	30	49	53	38	16	402
Government	Immediate	0	0	0	0	0	0	0	0	0	0	0	0	0
Government	10 Days or Less	0	0	0	1	0	0	0	0	0	0	0	0	1
Government	Greater Than 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0	0	0	1	0	0	0	0	0	0	0	0	1
Grand Total	Immediate	6	12	11	10	2	2	1	2	4	7	3	2	62
	10 Days or Less	21	29	34	20	19	24	28	32	47	50	38	14	356
	Greater Than 10 Days	4	0	0	0	1	0	2	1	2	0	2	0	12
Grand Total		31	41	45	30	22	26	31	35	53	57	43	16	430
Commercial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Commercial	10 Days or Less	0.0%	100.0%	100.0%	100.0%	0.0%	100.0%	66.7%	80.0%	33.3%	100.0%	80.0%	0.0%	76.9%
Commercial	Greater Than 10 Days	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%	20.0%	0.0%	19.2%
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%	100.0%	0.0%	0.0%	0.0%	100.0%
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	20.0%	30.0%	25.0%	35.7%	9.1%	8.3%	3.6%	3.3%	8.2%	13.2%	7.9%	12.5%	15.2%
Residential	10 Days or Less	70.0%	70.0%	75.0%	64.3%	86.4%	91.7%	92.9%	93.3%	91.8%	86.8%	89.5%	87.5%	83.1%
Residential	Greater Than 10 Days	10.0%	0.0%	0.0%	0.0%	4.5%	0.0%	3.6%	3.3%	0.0%	0.0%	2.6%	0.0%	1.7%
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%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
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	19.4%	29.3%	24.4%	33.3%	9.1%	7.7%	3.2%	5.7%	7.5%	12.3%	7.0%	12.5%	14.4%
	10 Days or Less	67.7%	70.7%	75.6%	66.7%	86.4%	92.3%	90.3%	91.4%	88.7%	87.7%	88.4%	87.5%	82.8%
	Greater Than 10 Days	12.9%	0.0%	0.0%	0.0%	4.5%	0.0%	6.5%	2.9%	3.8%	0.0%	4.7%	0.0%	2.8%
D. The Number and Percentage of Complaints Resolved by taking the following actions:														
CustomerType	MN_Action	Month												
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020
Commercial	Action not in Control of Utility	0	0	1	0	0	0	1	1	0	0	2	0	5
Commercial	Refuse Action Cust Requested	0	0	0	0	0	0	0	0	0	0	1	0	1
Commercial	Take Action Cust and Utility Agree Upon	1	1	0	0	0	1	2	2	0	2	1	0	10
Commercial	Take Action Cust Request	0	0	0	1	0	1	0	2	3	2	1	0	10
Commercial Total		1	1	1	1	0	2	3	5	3	4	5	0	26
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	1	0	0	0	1
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	1	0	0	0	1
Residential	Action not in Control of Utility	1	0	3	7	2	6	4	7	9	12	4	6	61
Residential	Refuse Action Cust Requested	7	5	6	8	6	2	3	4	5	5	8	2	61
Residential	Take Action Cust and Utility Agree Upon	13	24	13	7	6	8	6	7	20	19	9	4	136
Residential	Take Action Cust Request	9	11	22	6	8	8	15	12	15	17	17	4	144
Residential Total		30	40	44	28	22	24	28	30	49	53	38	16	402
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	1	0	0	0	0	0	0	0	0	1
Government	Take Action Cust Request	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0	0	0	1	0	0	0	0	0	0	0	0	1
Grand Total	Action not in Control of Utility	1	0	4	7	2	6	5	8	9	12	6	6	66
	Refuse Action Cust Requested	7	5	6	8	6	2	3	4	5	5	9	2	62
	Take Action Cust and Utility Agree Upon	14	25	13	8	6	9	8	9	21	21	10	4	148
	Take Action Cust Request	9	11	22	7	8	9	15	14	18	19	18	4	154
Grand Total		31	41	45	30	22	26	31	35	53	57	43	16	430
CustomerType	MN_Action	Month												
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020
Commercial	Action not in Control of Utility	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	33.3%	20.0%	0.0%	0.0%	40.0%	0.0%	19.2%
Commercial	Refuse Action Cust Requested	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	3.8%
Commercial	Take Action Cust and Utility Agree Upon	100.0%	100.0%	0.0%	0.0%	0.0%	50.0%	66.7%	40.0%	0.0%	50.0%	20.0%	0.0%	38.5%
Commercial	Take Action Cust Request	0.0%	0.0%	0.0%	100.0%	0.0%	50.0%	0.0%	40.0%	100.0%	50.0%	20.0%	0.0%	38.5%
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%	100.0%	0.0%	0.0%	0.0%	100.0%
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	3.3%	0.0%	6.8%	25.0%	9.1%	25.0%	14.3%	23.3%	18.4%	22.6%	10.5%	37.5%	15.2%
Residential	Refuse Action Cust Requested	23.3%	12.5%	13.6%	28.6%	27.3%	8.3%	10.7%	13.3%	10.2%	9.4%	21.1%	12.5%	15.2%
Residential	Take Action Cust and Utility Agree Upon	43.3%	60.0%	29.5%	25.0%	27.3%	33.3%	21.4%	23.3%	40.8%	35.8%	23.7%	25.0%	33.8%
Residential	Take Action Cust Request	30.0%	27.5%	50.0%	21.4%	36.4%	33.3%	53.6%	40.0%	30.6%	32.1%	44.7%	25.0%	35.8%
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%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
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	3.2%	0.0%	8.9%	23.3%	9.1%	23.1%	16.1%	22.9%	17.0%	21.1%	14.0%	37.5%	15.3%
	Refuse Action Cust Requested	22.6%	12.2%	13.3%	26.7%	27.3%	7.7%	9.7%	11.4%	9.4%	8.8%	20.9%	12.5%	14.4%
	Take Action Cust and Utility Agree Upon	45.2%	61.0%	28.9%	26.7%	27.3%	34.6%	25.8%	25.7%	39.6%	36.8%	23.3%	25.0%	34.4%
	Take Action Cust Request	29.0%	26.8%	48.9%	23.3%	36.4%	34.6%	48.4%	40.0%	34.0%	33.3%	41.9%	25.0%	35.8%

**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	1	1	0	1	0	1	2	5	2	3	3	0	19
Commercial Total		1	1	0	1	0	1	2	5	2	3	3	0	19
Government	Commission	0	0	0	1	0	0	0	0	0	0	0	0	1
Government Total		0	0	0	1	0	0	0	0	0	0	0	0	1
Residential	Commission	15	20	23	13	11	16	14	15	27	27	18	9	208
	Commission/OAG	2	4	0	0	0	0	2	0	0	0	1	1	10
Residential Total		17	24	23	13	11	16	16	15	27	27	19	10	218
Industrial	Commission	0	0	0	0	0	0	0	0	1	0	0	0	1
Industrial Total		0	0	0	0	0	0	0	0	1	0	0	0	1
Grand Total		18	25	23	15	11	17	18	20	30	30	22	10	239

**Customer Complaint Report  
JANUARY, 2020**

Customer Complaint Report JANUARY, 2020							Turnaround Days for Closing a Complaint		
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,860	7	3	1	1,871	81.74%	1,865	6	0
Inaccurate Metering	3	0	0	0	3	0.13%	3	0	0
Wrongful Disconnect	110	0	0	0	110	4.81%	110	0	0
High Bill*	39	0	0	0	39	1.70%	39	0	0
Inadequate Service	197	2	1	0	200	8.74%	200	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	66	0	0	0	66	2.88%	66	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,275	9	4	1	2,289		2,283	6	0
Total Commercial Percentage	99.39%	0.39%	0.17%	0.04%					
Industrial									
Billing errors	314	2	1	0	317	73.89%	316	1	0
Inaccurate Metering	1	0	0	0	1	0.23%	1	0	0
Wrongful Disconnect	22	0	0	0	22	5.13%	22	0	0
High Bill*	7	0	1	0	8	1.86%	8	0	0
Inadequate Service	52	0	0	0	52	12.12%	52	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	27	1	1	0	29	6.76%	29	0	0
Total Industrial	423	3	3	0	429		428	1	0
Total Industrial Percentage	98.60%	0.70%	0.70%	0.00%					
Residential									
Billing errors	16,003	50	52	4	16,109	51.11%	16,105	4	0
Inaccurate Metering	6	0	0	0	6	0.02%	6	0	0
Wrongful Disconnect	2,151	16	31	1	2,199	6.98%	2,199	0	0
High Bill*	665	3	21	0	689	2.19%	687	2	0
Inadequate Service	11,957	45	62	3	12,067	38.29%	12,066	1	0
Service Extension	1	0	1	0	2	0.01%	2	0	0
Service Restoration	429	3	11	0	443	1.41%	443	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	31,214	117	178	8	31,517		31,508	9	0
Total Residential Percentage	99.04%	0.37%	0.56%	0.03%					
Total State of Minnesota	33,912	129	185	9	34,235		34,219	16	0
Total ST of MN Percentage	99.06%	0.38%	0.54%	0.03%					

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

**Customer Complaint Report  
FEBRUARY, 2020**

**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	1,495	8	2	0	1,505	78.14%	1,500	5	0
Inaccurate Metering	5	0	0	0	5	0.26%	5	0	0
Wrongful Disconnect	100	0	0	0	100	5.19%	100	0	0
High Bill*	29	1	1	0	31	1.61%	31	0	0
Inadequate Service	227	0	2	0	229	11.89%	227	2	0
Service Extension	2	0	0	0	2	0.10%	2	0	0
Service Restoration	54	0	0	0	54	2.80%	54	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,912	9	5	0	1,926		1,919	7	0
Total Commercial Percentage	99.27%	0.47%	0.26%	0.00%					
<b>Industrial</b>									
Billing errors	283	1	0	0	284	75.73%	284	0	0
Inaccurate Metering	2	0	0	0	2	0.53%	2	0	0
Wrongful Disconnect	18	0	0	0	18	4.80%	18	0	0
High Bill*	1	0	0	0	1	0.27%	1	0	0
Inadequate Service	39	1	0	0	40	10.67%	40	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	30	0	0	0	30	8.00%	30	0	0
Total Industrial	373	2	0	0	375		375	0	0
Total Industrial Percentage	99.47%	0.53%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	14,645	31	45	5	14,726	46.07%	14,721	5	0
Inaccurate Metering	9	0	1	0	10	0.03%	10	0	0
Wrongful Disconnect	2,737	10	21	1	2,769	8.66%	2,769	0	0
High Bill*	346	2	14	1	363	1.14%	363	0	0
Inadequate Service	13,597	61	67	0	13,725	42.94%	13,721	4	0
Service Extension	4	0	0	0	4	0.01%	4	0	0
Service Restoration	350	3	14	0	367	1.15%	367	0	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	31,689	107	162	7	31,965		31,955	10	0
Total Residential Percentage	99.14%	0.33%	0.51%	0.02%					
<b>Total State of Minnesota</b>	<b>33,974</b>	<b>118</b>	<b>167</b>	<b>7</b>	<b>34,266</b>		<b>34,249</b>	<b>17</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>99.15%</b>	<b>0.34%</b>	<b>0.49%</b>	<b>0.02%</b>					

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

**Customer Complaint Report  
MARCH, 2020**

						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	1,450	4	1	0	1,455	74.39%	1,453	1	1
Inaccurate Metering	6	0	0	0	6	0.31%	6	0	0
Wrongful Disconnect	89	0	0	1	90	4.60%	90	0	0
High Bill*	20	0	1	0	21	1.07%	20	1	0
Inadequate Service	325	1	0	0	326	16.67%	326	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	56	0	2	0	58	2.97%	58	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,946	5	4	1	1,956		1,953	2	1
Total Commercial Percentage	99.49%	0.26%	0.20%	0.05%					
<b>Industrial</b>									
Billing errors	258	0	0	0	258	68.44%	255	3	0
Inaccurate Metering	1	0	0	0	1	0.27%	1	0	0
Wrongful Disconnect	15	1	0	0	16	4.24%	16	0	0
High Bill*	1	0	2	0	3	0.80%	3	0	0
Inadequate Service	69	0	1	0	70	18.57%	70	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	28	0	1	0	29	7.69%	29	0	0
Total Industrial	372	1	4	0	377		374	3	0
Total Industrial Percentage	98.67%	0.27%	1.06%	0.00%					
<b>Residential</b>									
Billing errors	13,621	44	36	1	13,702	49.15%	13,699	3	0
Inaccurate Metering	3	0	0	0	3	0.01%	3	0	0
Wrongful Disconnect	1,916	7	8	1	1,932	6.93%	1,932	0	0
High Bill*	298	3	5	0	306	1.10%	306	0	0
Inadequate Service	11,398	55	44	4	11,501	41.25%	11,497	4	0
Service Extension	1	0	0	0	1	0.00%	1	0	0
Service Restoration	426	0	6	0	432	1.55%	432	0	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	27,664	109	99	6	27,878		27,871	7	0
Total Residential Percentage	99.23%	0.39%	0.36%	0.02%					
<b>Total State of Minnesota</b>	<b>29,982</b>	<b>115</b>	<b>107</b>	<b>7</b>	<b>30,211</b>		<b>53,064</b>	<b>12</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>99.24%</b>	<b>0.38%</b>	<b>0.35%</b>	<b>0.02%</b>					

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

**Customer Complaint Report  
APRIL, 2020**

Customer Complaint Report APRIL, 2020							Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
	Agree	Compromise	Demonstrate	Refuse	Total	%			
Commercial									
Billing errors	1,318	3	1	0	1,322	77.26%	1,318	4	0
Inaccurate Metering	2	0	0	0	2	0.12%	2	0	0
Wrongful Disconnect	40	1	0	0	41	2.40%	41	0	0
High Bill*	20	0	1	0	21	1.23%	21	0	0
Inadequate Service	271	1	0	0	272	15.90%	272	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	53	0	0	0	53	3.10%	53	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,704	5	2	0	1,711		1,707	4	0
Total Commercial Percentage	99.59%	0.29%	0.12%	0.00%					
Industrial									
Billing errors	278	0	0	0	278	68.47%	278	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	19	0	0	0	19	4.68%	19	0	0
High Bill*	1	0	1	0	2	0.49%	2	0	0
Inadequate Service	81	0	0	0	81	19.95%	81	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	25	0	1	0	26	6.40%	26	0	0
Total Industrial	404	0	2	0	406		406	0	0
Total Industrial Percentage	99.51%	0.00%	0.49%	0.00%					
Residential									
Billing errors	13,383	38	35	2	13,458	56.90%	13,455	3	0
Inaccurate Metering	6	0	0	0	6	0.03%	6	0	0
Wrongful Disconnect	1,334	1	9	0	1,344	5.68%	1,344	0	0
High Bill*	174	0	9	0	183	0.77%	183	3	0
Inadequate Service	8,072	46	33	2	8,153	34.47%	8,150	0	0
Service Extension	1	0	1	0	2	0.01%	2	0	0
Service Restoration	487	6	8	0	501	2.12%	501	1	0
MR-Special Call Cntr	2	0	0	0	2	0.01%	1	0	0
Complaint	1	0	0	0	1	0.00%	1		
Total Residential	23,460	91	95	4	23,650		23,643	7	0
Total Residential Percentage	99.20%	0.38%	0.40%	0.02%					
Total State of Minnesota	25,568	96	99	4	25,767		25,756	11	0
Total ST of MN Percentage	99.23%	0.37%	0.38%	0.02%					

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

**Customer Complaint Report  
MAY, 2020**

**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	1,239	4	2	0	1,245	73.76%	1,240	4	1
Inaccurate Metering	1	0	0	0	1	0.06%	1	0	0
Wrongful Disconnect	57	0	0	0	57	3.38%	57	0	0
High Bill*	24	0	3	0	27	1.60%	27	0	0
Inadequate Service	291	0	0	0	291	17.24%	291	0	0
Service Extension	1	0	0	0	1	0.06%	1	0	0
Service Restoration	63	1	2	0	66	3.91%	66	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,676	5	7	0	1,688		1,683	4	1
Total Commercial Percentage	99.29%	0.30%	0.41%	0.00%					
<b>Industrial</b>									
Billing errors	307	0	1	1	309	71.36%	307	2	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	14	0	0	0	14	3.23%	14	0	0
High Bill*	3	0	0	0	3	0.69%	3	0	0
Inadequate Service	61	1	0	0	62	14.32%	62	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	45	0	0	0	45	10.39%	45	0	0
Total Industrial	430	1	1	1	433		431	2	0
Total Industrial Percentage	99.31%	0.23%	0.23%	0.23%					
<b>Residential</b>									
Billing errors	12,882	39	37	1	12,959	59.23%	12,956	3	0
Inaccurate Metering	1	0	1	0	2	0.01%	2	0	0
Wrongful Disconnect	843	1	7	0	851	3.89%	851	0	0
High Bill*	207	3	6	0	216	0.99%	216	0	0
Inadequate Service	7,025	17	29	0	7,071	32.32%	7,071	0	0
Service Extension	1	0	1	0	2	0.01%	2	0	0
Service Restoration	764	3	6	0	773	3.53%	773	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	6	0	0	0	6	0.03%	2	4	0
Total Residential	21,729	63	87	1	21,880		21,873	7	0
Total Residential Percentage	99.31%	0.29%	0.40%	0.00%					
<b>Total State of Minnesota</b>	<b>23,835</b>	<b>69</b>	<b>95</b>	<b>2</b>	<b>24,001</b>		<b>23,987</b>	<b>13</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>99.31%</b>	<b>0.29%</b>	<b>0.40%</b>	<b>0.01%</b>					

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



**Customer Complaint Report  
JUNE, 2020**

**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	1,665	2	1	0	1,668	71.87%	1,666	2	0
Inaccurate Metering	20	0	0	0	20	0.86%	19	1	0
Wrongful Disconnect	92	0	0	0	92	3.96%	92	0	0
High Bill*	24	0	1	0	25	1.08%	24	1	0
Inadequate Service	367	1	1	0	369	15.90%	369	0	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	146	0	0	0	146	6.29%	146	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,315	3	3	0	2,321		2,317	4	0
Total Commercial Percentage	99.74%	0.13%	0.13%	0.00%					
<b>Industrial</b>									
Billing errors	374	1	0	0	375	66.37%	375	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	49	0	0	0	49	8.67%	49	0	0
High Bill*	2	0	0	0	2	0.35%	2	0	0
Inadequate Service	77	0	0	0	77	13.63%	77	0	0
Service Extension	1	0	0	0	1	0.18%	1	0	0
Service Restoration	61	0	0	0	61	10.80%	61	0	0
Total Industrial	564	1	0	0	565		565	0	0
Total Industrial Percentage	99.82%	0.18%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	16,879	63	70	3	17,015	62.71%	17,011	4	0
Inaccurate Metering	24	0	0	0	24	0.09%	24	0	0
Wrongful Disconnect	596	2	3	0	601	2.22%	601	0	0
High Bill*	347	0	9	0	356	1.31%	356	1	0
Inadequate Service	7,732	22	42	4	7,800	28.75%	7,799	0	0
Service Extension	12	0	4	0	16	0.06%	16	0	0
Service Restoration	1,298	6	11	0	1,315	4.85%	1,315	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	3	0
Complaint	4	1	0	1	6	0.02%	3		
Total Residential	26,892	94	139	8	27,133		27,125	8	0
Total Residential Percentage	99.11%	0.35%	0.51%	0.03%					
<b>Total State of Minnesota</b>	<b>29,771</b>	<b>98</b>	<b>142</b>	<b>8</b>	<b>30,019</b>		<b>30,007</b>	<b>12</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>99.17%</b>	<b>0.33%</b>	<b>0.47%</b>	<b>0.03%</b>					

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

**Customer Complaint Report  
JULY, 2020**

**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	1,435	2	2	0	1,439	77.78%	1,438	1	0
Inaccurate Metering	20	0	0	0	20	1.08%	20	0	0
Wrongful Disconnect	46	0	0	0	46	2.49%	46	1	0
High Bill*	44	0	1	0	45	2.43%	44	0	0
Inadequate Service	191	1	0	0	192	10.38%	192	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	105	2	1	0	108	5.84%	108	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,841	5	4	0	1,850		1,848	2	0
Total Commercial Percentage	99.51%	0.27%	0.22%	0.00%					
<b>Industrial</b>									
Billing errors	348	0	1	0	349	71.96%	349	0	0
Inaccurate Metering	2	0	0	0	2	0.41%	2	0	0
Wrongful Disconnect	15	0	0	0	15	3.09%	15	0	0
High Bill*	3	0	0	0	3	0.62%	3	0	0
Inadequate Service	48	0	0	0	48	9.90%	48	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	67	1	0	0	68	14.02%	68	0	0
Total Industrial	483	1	1	0	485		485	0	0
Total Industrial Percentage	99.59%	0.21%	0.21%	0.00%					
<b>Residential</b>									
Billing errors	17,477	59	95	5	17,636	61.81%	17,629	7	0
Inaccurate Metering	25	0	0	0	25	0.09%	25	0	0
Wrongful Disconnect	467	1	1	1	470	1.65%	470	0	0
High Bill*	957	3	13	0	973	3.41%	973	0	0
Inadequate Service	8,261	20	23	1	8,305	29.11%	8,304	1	0
Service Extension	1	0	3	0	4	0.01%	4	0	0
Service Restoration	1,091	5	14	0	1,110	3.89%	1,110	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	10	1	0	0	11	0.04%	0	10	1
Total Residential	28,289	89	149	7	28,534		28,515	18	1
Total Residential Percentage	99.14%	0.31%	0.52%	0.02%					
<b>Total State of Minnesota</b>	<b>30,613</b>	<b>95</b>	<b>154</b>	<b>7</b>	<b>30,869</b>		<b>30,848</b>	<b>20</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>99.17%</b>	<b>0.31%</b>	<b>0.50%</b>	<b>0.02%</b>					

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

**Customer Complaint Report  
AUGUST, 2020**

**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	1,191	0	2	0	1,193	73.28%	1,186	7	0
Inaccurate Metering	19	0	0	0	19	1.17%	18	1	0
Wrongful Disconnect	68	0	0	0	68	4.18%	68	0	0
High Bill*	42	0	2	0	44	2.70%	44	0	0
Inadequate Service	176	0	1	0	177	10.87%	177	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	127	0	0	0	127	7.80%	127	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,623	0	5	0	1,628		1,620	8	0
Total Commercial Percentage	99.69%	0.00%	0.31%	0.00%					
<b>Industrial</b>									
Billing errors	249	2	1	0	252	69.81%	252	0	0
Inaccurate Metering	1	0	0	0	1	0.28%	1	0	0
Wrongful Disconnect	7	0	0	0	7	1.94%	7	0	0
High Bill*	4	0	0	0	4	1.11%	4	0	0
Inadequate Service	56	0	0	0	56	15.51%	56	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	40	0	1	0	41	11.36%	41	0	0
Total Industrial	357	2	2	0	361		361	0	0
Total Industrial Percentage	98.89%	0.55%	0.55%	0.00%					
<b>Residential</b>									
Billing errors	13,782	38	93	7	13,920	58.89%	13,917	3	0
Inaccurate Metering	27	1	1	0	29	0.12%	29	0	0
Wrongful Disconnect	476	3	5	0	484	2.05%	484	0	0
High Bill*	901	5	14	0	920	3.89%	920	0	0
Inadequate Service	6,918	51	44	3	7,016	29.68%	7,014	2	0
Service Extension	5	0	8	0	13	0.05%	13	0	0
Service Restoration	1,225	6	14	1	1,246	5.27%	1,246	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	11	0	0	0	11	0.05%	2	9	0
Total Residential	23,345	104	179	11	23,639		23,625	14	0
Total Residential Percentage	98.76%	0.44%	0.76%	0.05%					
<b>Total State of Minnesota</b>	<b>25,325</b>	<b>106</b>	<b>186</b>	<b>11</b>	<b>25,628</b>		<b>25,606</b>	<b>22</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>98.82%</b>	<b>0.41%</b>	<b>0.73%</b>	<b>0.04%</b>					

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

**Customer Complaint Report  
SEPTEMBER, 2020**

**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	1,161	8	0	1	1,170	77.48%	1,168	2	0
Inaccurate Metering	1	0	0	0	1	0.07%	1	0	0
Wrongful Disconnect	47	0	0	0	47	3.11%	47	0	0
High Bill*	28	1	2	0	31	2.05%	31	0	0
Inadequate Service	169	0	1	0	170	11.26%	170	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	90	0	1	0	91	6.03%	90	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,496	9	4	1	1,510		1,507	3	0
Total Commercial Percentage	99.07%	0.60%	0.26%	0.07%					
<b>Industrial</b>									
Billing errors	279	0	0	0	279	76.44%	277	2	0
Inaccurate Metering	1	0	0	0	1	0.27%	1	0	0
Wrongful Disconnect	6	0	0	0	6	1.64%	6	0	0
High Bill*	1	0	1	0	2	0.55%	2	0	0
Inadequate Service	38	1	1	0	40	10.96%	40	0	0
Service Extension	0	0	2	0	2	0.55%	2	0	0
Service Restoration	35	0	0	0	35	9.59%	35	0	0
Total Industrial	360	1	4	0	365		363	2	0
Total Industrial Percentage	98.63%	0.27%	1.10%	0.00%					
<b>Residential</b>									
Billing errors	9,637	47	60	3	9,747	55.11%	9,744	3	0
Inaccurate Metering	16	0	1	0	17	0.10%	17	0	0
Wrongful Disconnect	594	1	3	0	598	3.38%	598	0	0
High Bill*	291	2	11	0	304	1.72%	304	0	0
Inadequate Service	6,337	31	41	2	6,411	36.25%	6,410	1	0
Service Extension	4	0	4	0	8	0.05%	8	0	0
Service Restoration	585	4	7	0	596	3.37%	596	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	6	0	0	0	6	0.03%	0	6	0
Total Residential	17,470	85	127	5	17,687		17,677	10	0
Total Residential Percentage	98.77%	0.48%	0.72%	0.03%					
<b>Total State of Minnesota</b>	<b>19,326</b>	<b>95</b>	<b>135</b>	<b>6</b>	<b>19,562</b>		<b>19,547</b>	<b>15</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>98.79%</b>	<b>0.49%</b>	<b>0.69%</b>	<b>0.03%</b>					

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

**Customer Complaint Report  
OCTOBER, 2020**

**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	1,323	9	3	0	1,335	77.26%	1,328	7	0
Inaccurate Metering	3	0	0	0	3	0.17%	3	0	0
Wrongful Disconnect	41	0	0	0	41	2.37%	41	0	0
High Bill*	25	0	2	0	27	1.56%	27	0	0
Inadequate Service	225	1	1	0	227	13.14%	226	1	0
Service Extension	1	0	0	0	1	0.06%	1	0	0
Service Restoration	94	0	0	0	94	5.44%	94	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,712	10	6	0	1,728		1,720	8	0
Total Commercial Percentage	99.07%	0.58%	0.35%	0.00%					
<b>Industrial</b>									
Billing errors	291	1	0	0	292	68.71%	288	4	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	18	0	0	0	18	4.24%	18	0	0
High Bill*	1	0	0	0	1	0.24%	1	0	0
Inadequate Service	62	0	0	0	62	14.59%	62	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	52	0	0	0	52	12.24%	52	0	0
Total Industrial	424	1	0	0	425		421	4	0
Total Industrial Percentage	99.76%	0.24%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	10,190	47	43	3	10,283	55.58%	10,282	1	0
Inaccurate Metering	16	0	0	0	16	0.09%	16	0	0
Wrongful Disconnect	522	0	1	1	524	2.83%	524	0	0
High Bill*	219	4	11	0	234	1.26%	234	0	0
Inadequate Service	6,491	25	53	2	6,571	35.52%	6,569	2	0
Service Extension	4	0	2	0	6	0.03%	6	0	0
Service Restoration	837	5	18	0	860	4.65%	860	0	0
MR-Special Call Cntr	2	0	1	0	3	0.02%	1	2	0
Complaint	4	0	1	0	5	0.03%	1	4	0
Total Residential	18,285	81	130	6	18,502		18,493	9	0
Total Residential Percentage	98.83%	0.44%	0.70%	0.03%					
<b>Total State of Minnesota</b>	<b>20,421</b>	<b>92</b>	<b>136</b>	<b>6</b>	<b>20,655</b>		<b>20,634</b>	<b>21</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>98.87%</b>	<b>0.45%</b>	<b>0.66%</b>	<b>0.03%</b>					

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

**Customer Complaint Report  
NOVEMBER, 2020**

						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	521	2	1	0	524	72.58%	520	3	1
Inaccurate Metering	8	0	0	0	8	1.11%	8	0	0
Wrongful Disconnect	20	0	0	0	20	2.77%	20	0	0
High Bill*	9	0	0	0	9	1.25%	9	0	0
Inadequate Service	139	0	0	0	139	19.25%	139	0	0
Service Extension	1	0	0	0	1	0.14%	1	0	0
Service Restoration	21	0	0	0	21	2.91%	21	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	719	2	1	0	722		718	3	1
Total Commercial Percentage	99.58%	0.28%	0.14%	0.00%					
<b>Industrial</b>									
Billing errors	145	1	0	0	146	76.44%	145	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	7	0	0	0	7	3.66%	7	0	0
High Bill*	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	34	0	0	0	34	17.80%	34	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	2.09%	4	0	0
Total Industrial	190	1	0	0	191		190	1	0
Total Industrial Percentage	99.48%	0.52%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	1,511	23	34	3	1,571	31.43%	1,570	1	0
Inaccurate Metering	4	0	2	0	6	0.12%	6	0	0
Wrongful Disconnect	171	1	0	0	172	3.44%	172	0	0
High Bill*	131	4	5	0	140	2.80%	140	0	0
Inadequate Service	2,921	23	29	1	2,974	59.49%	2,972	2	0
Service Extension	1	0	3	0	4	0.08%	4	0	0
Service Restoration	125	2	4	0	131	2.62%	131	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.02%	1	0	0
Total Residential	4,865	53	77	4	4,999		4,996	3	0
Total Residential Percentage	97.32%	1.06%	1.54%	0.08%					
<b>Total State of Minnesota</b>	<b>5,774</b>	<b>56</b>	<b>78</b>	<b>4</b>	<b>5,912</b>		<b>5,904</b>	<b>7</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>97.67%</b>	<b>0.95%</b>	<b>1.32%</b>	<b>0.07%</b>					

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

**Customer Complaint Report  
DECEMBER, 2020**

**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	330	1	0	1	332	63.24%	331	1	0
Inaccurate Metering	13	0	0	0	13	2.48%	13	0	0
Wrongful Disconnect	24	0	0	0	24	4.57%	24	0	0
High Bill*	11	0	2	0	13	2.48%	12	1	0
Inadequate Service	129	0	1	0	130	24.76%	129	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	12	0	1	0	13	2.48%	13	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	519	1	4	1	525		522	3	0
Total Commercial Percentage	98.86%	0.19%	0.76%	0.19%					
<b>Industrial</b>									
Billing errors	93	1	0	0	94	61.84%	93	0	1
Inaccurate Metering	1	0	0	0	1	0.66%	1	0	0
Wrongful Disconnect	5	0	0	0	5	3.29%	5	0	0
High Bill*	2	0	0	0	2	1.32%	2	0	0
Inadequate Service	45	0	0	0	45	29.61%	44	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	1	0	5	3.29%	5	0	0
Total Industrial	150	1	1	0	152		150	1	1
Total Industrial Percentage	98.68%	0.66%	0.66%	0.00%					
<b>Residential</b>									
Billing errors	1,164	21	34	1	1,220	32.49%	1,220	0	0
Inaccurate Metering	16	0	0	0	16	0.43%	16	0	0
Wrongful Disconnect	159	0	0	0	159	4.23%	159	0	0
High Bill*	185	2	4	1	192	5.11%	191	1	0
Inadequate Service	2,061	16	23	0	2,100	55.93%	2,096	4	0
Service Extension	0	0	1	0	1	0.03%	1	0	0
Service Restoration	62	0	5	0	67	1.78%	67	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	3,647	39	67	2	3,755		3,750	5	0
Total Residential Percentage	97.12%	1.04%	1.78%	0.05%					
<b>Total State of Minnesota</b>	<b>4,316</b>	<b>41</b>	<b>72</b>	<b>3</b>	<b>4,432</b>		<b>4,422</b>	<b>9</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>97.38%</b>	<b>0.93%</b>	<b>1.62%</b>	<b>0.07%</b>					

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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Alison C	Archer	aarcher@misoenergy.org	MISO	2985 Ames Crossing Rd  Eagan, MN 55121	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
James	Canaday	james.canaday@ag.state.mn.us	Office of the Attorney General-RUD	Suite 1400 445 Minnesota St. St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd.  St. Louis, MO 63119-2044	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400  St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
Riley	Conlin	riley.conlin@stoel.com	Stoel Rives LLP	33 S. 6th Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
Brooke	Cooper	bcooper@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022191	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
George	Crocker	gwilic@nawo.org	North American Water Office	PO Box 174  Lake Elmo, MN 55042	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
John	Farrell	jfarrell@ilsr.org	Institute for Local Self- Reliance	2720 E. 22nd St Institute for Local Self- Reliance Minneapolis, MN 55406	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Edward	Garvey	edward.garvey@AESLconsulting.com	AESL Consulting	32 Lawton St  Saint Paul, MN 55102-2617	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.	445 Etna Street Ste. 61 St. Paul, MN 55106	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2950 Yellowtail Ave.  Marathon, FL 33050	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Mark J.	Kaufman	mkaufman@ibewlocal949.org	IBEW Local Union 949	12908 Nicollet Avenue South  Burnsville, MN 55337	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Thomas	Koehler	TGK@IBEW160.org	Local Union #160, IBEW	2909 Anthony Ln  St Anthony Village, MN 55418-3238	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Douglas	Larson	dlarson@dakotaelectric.com	Dakota Electric Association	4300 220th St W  Farmington, MN 55024	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Kavita	Maini	kmmaini@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd  Oconomowoc, WI 53066	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Joseph	Meyer	joseph.meyer@ag.state.mn.us	Office of the Attorney General-RUD	Bremer Tower, Suite 1400 445 Minnesota Street St Paul, MN 55101-2131	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Stacy	Miller	stacy.miller@minneapolismn.gov	City of Minneapolis	350 S. 5th Street Room M 301 Minneapolis, MN 55415	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Carol A.	Overland	overland@legalelectric.org	Legalelectric - Overland Law Office	1110 West Avenue  Red Wing, MN 55066	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy	26 E Exchange St, Ste 206  St. Paul, MN 551011667	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750  St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd  St. Paul, MN 55102	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Byron E.	Starns	byron.starns@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Lynnette	Sweet	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7  Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Thomas	Tynes	jjazynka@energyfreedomcoalition.com	Energy Freedom Coalition of America	101 Constitution Ave NW Ste 525 East  Washington, DC 20001	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Lisa	Veith	lisa.veith@ci.stpaul.mn.us	City of St. Paul	400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Joseph	Windler	jwindler@winthrop.com	Winthrop & Weinstine	225 South Sixth Street, Suite 3500  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Patrick	Zomer	Pat.Zomer@lawmoss.com	Moss & Barnett a Professional Association	150 S. 5th Street, #1200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Misl Electric

## CERTIFICATE OF SERVICE

I, Mustafa Adam, 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; or

xx by electronic filing.

**MPUC Docket No: E002/M-21-\_\_\_\_\_**  
**Miscellaneous Electric Service List**

Dated this 1st day of April 2021.

/s/

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Mustafa Adam  
Regulatory Administrator