

The Commission met on **Tuesday, November 23, 2021**, with Chair Sieben and Commissioners Means, Schuerger, Sullivan, and Tuma present.

The following matters were taken up by the Commission:

E-002/AA-21-295

In the Matter of Xcel Energy's Petition for Approval of its 2022 Annual Fuel Forecast and Monthly Fuel Cost Charges

Commissioner Tuma moved that the Commission:

1. Authorize Xcel Energy to implement its 2022 Fuel Clause Adjustment (FCA) forecast, based on revised forecasted sales of 26,988,335 megawatt-hours (MWh) and revised forecasted costs of \$849,447,000.
2. Require Xcel Energy, in its 2023 true-up filing, to identify the number and MWhs of planned outages that were originally classified as unplanned.
3. Require Xcel Energy to submit a compliance filing with revised tariff sheets and supporting calculations within 10 days of the Commission's order in this docket for implementation effective January 1, 2022.
4. If during 2022 Xcel Energy experiences an impact on all FCA costs and revenues of plus or minus 5% or larger, require Xcel Energy to file a request to modify the approved fuel rate as soon as practicable. Xcel Energy will then be required to implement the revised rates, subject to a full refund, following a 30-day notice period, if no party objects to the revised rates.

The motion passed 5-0.

E-015/AA-21-312

In the Matter of Minnesota Power's Petition for Approval of the Annual Forecasted Rates for its Rider for Fuel and Purchased Energy Charge

Commissioner Tuma moved that the Commission:

1. Authorize Minnesota Power to implement its 2022 Fuel Clause Adjustment (FCA) forecast, based on forecasted sales of 8,763,862 kWh and forecasted fuel costs of \$229,065,935.

2. Require Minnesota Power to submit a compliance filing with revised tariff sheets and supporting calculations within 10 days of the Commission's order in this docket for implementation effective January 1, 2022.
3. If during 2022 Minnesota Power experiences an impact on all FCA costs and revenues of plus or minus 5% or larger, require Minnesota Power to file a request to modify the approved fuel rate as soon as practicable. Minnesota Power will then be required to implement the revised rates, subject to a full refund, following a 30-day notice period, if no party objects to the revised rates.

The motion passed 5-0.

E-017/AA-21-311

In the Matter of Otter Tail Power Company's Petition for Approval of the Annual Forecasted Rates for its Energy Adjustment Rider, Rate Schedule Section 13.01

Commissioner Tuma moved that the Commission:

1. Authorize Otter Tail Power to implement its 2022 Fuel Clause Adjustment (FCA) forecast, based on initially forecasted sales of 5,009,474 MWh and forecasted fuel costs of \$104,111,271.
2. Authorize Otter Tail Power to include any over/under recovery of reagent costs in its 2022 FCA true-up filing that will be made in early 2023.
3. Authorize Otter Tail Power to include POET Biorefining net revenues in its 2022 FCA true-up filing that will be made in early 2023.
4. Approve Otter Tail Power's customer notice.
5. Require Otter Tail Power to submit a compliance filing with revised tariff sheets and supporting calculations within 10 days of the Commission's order in this docket for implementation effective January 1, 2022.
6. If during 2022 Otter Tail Power experiences an impact on all FCA costs and revenues of plus or minus 5% or larger, require Otter Tail Power to file a request to modify the approved fuel rate as soon as practicable. Otter Tail Power will then be required to implement the revised rates, subject to a full refund, following a 30-day notice period, if no party objects to the revised rates.

The motion passed 5-0.

E-015/M-21-230**In the Matter of Minnesota Power 2020 Annual Safety, Reliability and Service Quality Report****E-002/M-21-237****In the Matter of North States Power Company dba Xcel Energy-Electric 2020 Electric Annual Service Quality Performance Report****E-017/M-21-225****In the Matter of Otter Tail Power Company's 2020 Annual Safety, Reliability, and Service Quality Report & Proposed SAIFI, SAIDI, and CAIDI Reliability Standards for 2021**

Commissioner Schuerger moved that the Commission:

1. Accept Minnesota Power's, Otter Tail Power's, and Xcel Energy's Annual Service Quality Reports.
2. Require the utilities to provide the following new information regarding electronic utility-customer interaction beginning with the reports filed in April 2023:

Percentage Uptime		[to second decimal]
	General Website	XX.XX%
	Payment Services	XX.XX%
	Outage map and/or Outage Info Page	XX.XX%
Error Rate Percentage		[to third decimal]
	Payment Services*	XX.XXX%

* "If more granular data is available, please break down the error rate for unexpected errors, errors outside of the customer's control (i.e. how often to online payments fail for reasons other than insufficient funds or expired payment methods), and/or some other meaningful categorization."

3. Require the utilities to provide additional information in their annual reports for the next three reporting cycles, to build baselines for web-based service metrics.
4. Require the utilities to continue to provide information on electronic utility-customer interaction such that baseline data are collected:
 - a. Yearly total number of website visits;
 - b. Yearly total number of logins via electronic customer communication platforms;

- c. Yearly total number of emails or other customer service electronic communications received; and
 - d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. R. 7826.1700.
5. Require Xcel Energy to provide additional information on the progress it has made regarding hiring new call center representatives in 2021 and the effects of those new employees on its agent only metrics.
 6. Require Xcel Energy to add in the upcoming and subsequent reports a “DER Complaint” subcategory, following discussion and input from the Complaint workgroup.
 7. Require the utilities to file public facing summaries with their annual Safety, Reliability, and Service Quality reports; the utilities shall work with the Executive Secretary to publish those summaries in locations visible to consumers.

The motion passed 5-0.

E-015/M-21-349

In the Matter of Minnesota Power’s Petition for Approval of Deferred Accounting Treatment for Approved EV Program Costs

Commissioner Tuma moved that the Commission:

1. Take the following actions on Deferred Accounting for Minnesota Power:
 - a. Approve deferred accounting and establish a tracker account for the EV Charging Rewards Pilot Program and EV Charger Rebate program, \$289,700, including program development and delivery costs.
 - b. Approve deferred accounting and establish a tracker account for the education and outreach budget.
 - c. Allow Minnesota Power to track program development and delivery costs associated with its EV Charging Investment Proposal in the deferred accounting tracker approved in Docket No. E-15/M-21-257.
 - d. For Minnesota Power’s education and outreach budget, allow only costs that are clearly incremental (and not labor expenses already built into base rates) to those approved in the Minnesota Power’s rate case proceedings in Docket Nos.

E-015/GR-16-664 and E-015/M-20-492 to be considered eligible to be reviewed for eventual recovery.

- e. For program development and delivery costs that are not associated with a tracker account identified above, require Minnesota Power to request recovery as a portion of a future program or pilot filing budget, or via a future rate case.
 - f. The deferred accounting portion of the program shall be capped at \$1,250,700 for recovery in a future rate case.
2. Approve deferred accounting only for costs incurred between the issuance of the Commission's April 21, 2021, Order approving the pilots and the onset of the test year in Minnesota Power's next rate case.

The motion passed 5-0.

There being no further business, the meeting was adjourned.

APPROVED BY THE COMMISSION: January 19, 2022

A handwritten signature in black ink, appearing to read 'Will Seuffert', with a long horizontal flourish extending to the right.

Will Seuffert, Executive Secretary