



## Legislation Text

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**File #:** Details 2017-200, **Version:** 1

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**\*\* E002/M-17-553      Northern States Power Company, dba Xcel Energy**

In the Matter of Northern States Power Company for Approval of Tariff Modifications and a Variance from Commission Rules to Implement Customer Driven Operational Changes and Other Tariff Changes.

1. Should the Commission approve the requested Call Center non-emergency schedule change contingent upon two years' annual compliance review in the Company's service quality reports, and approve the associated customer bill form and tariff changes?
2. Should the Commission approve the petition for 4-year variance to Minn. R. 7826.0800 to allow communication with customers of planned outages by phone and email for those customers choosing those forms of communication?
3. Should the Commission approve the request to add text messages/SMS to the Company's eBill and eBill payment Terms and Use contingent upon notifying customers that text rates from their phone company may apply?
4. Should the Commission approve the requested changes to the RDF Rider description contained on customer bills and incorporated in the Company's Natural Gas and Electric Rate Books? (PUC: **Fournier**)