

Rafferty, Tom D.

From: Deborah Motz [Deborah.Motz@state.mn.us]
Sent: Monday, July 28, 2008 4:31 PM
To: Rafferty, Tom D.
Subject: RE: Xcel Energy billing error in St Cloud, MN

Importance: Low

Thank you so much for the quick response. We recvd a call from Xcel on 7/17/08 telling us they had a cellnet module failure in St Cloud that impacted about 8700 custs in, they thought, Feb & March 2008. They were releasing a press statement to the St. Cloud times on 7/18/08 and wanted to give us a heads up.

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We have opened a formal Commission Investigation proceding docket today:

**In the Matter of an Investigation into Northern States Power Company
d/b/a Xcel Energy Inaccurate Gas Meters, Recalculation of Bills, and Related Issues**

Docket No. G-002/CI-08-871

You can follow progress by searching on Year = 08, Number = 871 and then click on Search.

Thanks again for sending me this info. We are very interested in what North Dakota learns and wd appreciate recvng copies of their responses or the link that I can watch for documents.

Thanks,
Deb Motz

From: Rafferty, Tom D. [mailto:trafferty@nd.gov]
Sent: Monday, July 28, 2008 3:45 PM
To: Deborah Motz
Subject: RE: Xcel Energy billing error in St Cloud, MN

Hi Deborah,

We are well aware of this problem. I have taken about 44 complaints about this from consumers (that is a lot of complaints on any one issue for us).

3 **PU-08-627** Filed: 7/28/2008 Pages: 6
Email with Minnesota PUC re Gas Meter Reading Failure in Minnesota

We have asked Xcel to respond in writing to a detailed list of questions and we expect an answer either tomorrow or Wednesday.

I will attach that letter, as well as some other information we have received from the company about the nature of the problem.

As I understand it, the problem occurred because of some faulty equipment that caused the meters to stop working properly. However, Xcel Energy has had some issues with their billing system also. One frustration of customers is that it has taken Xcel several months to replace some of these meters and that they are just now billing people for meters that died several months ago. The bills are very confusing, and in some cases, there are mistakes on the bills regarding meter readings and dates. Some people received two bills in one day with different amounts.

Do you know the extent of the problem in Minnesota?

Let me know if you have any questions.

*Tom Rafferty
Consumer Affairs/Public Outreach Specialist
North Dakota Public Service Commission
State Capitol, 12th Floor, Dept. 408
600 E. Boulevard Ave., Bismarck, ND 58505-0480
Phone: 701-328-4078
Fax: 701-328-2410*

From: Deborah Motz [mailto:Deborah.Motz@state.mn.us]
Sent: Monday, July 28, 2008 3:06 PM
To: Rafferty, Tom D.
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Greetings from MN PUC,

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Have you heard from any Xcel custs about this incident. Has your Commission opened any docket related to this incident or may be conducting an investigation? Any assistance you or someone on your staff may provide regarding what is happening in N Dakota wd be greatly appreciated.

Thank you,

Deborah Motz, Mgr
Consumer Affairs Office
MN Public Utilities Commission
Deborah.motz@state.mn.us

Rafferty, Tom D.

From: Rafferty, Tom D.
Sent: Monday, July 28, 2008 4:42 PM
To: -Grp-PSC Commissioners; -Grp-PSC Public Utilities; -Grp-PSC Legal
Subject: RE: Xcel Energy billing error in St Cloud, MN
Attachments: image001.gif; image002.gif; image003.gif; image004.gif; image005.gif

Importance: High

Please read this information from MN PUC about Xcel's meter problems.
Dave Sederquist said today they are trying to get a response to us before Wednesday.

Also, here is a short story that was in the St. Paul Pioneer Press



Underbilled St. Cloud Xcel customers to get billed
Associated Press
Article Last Updated: 07/18/2008 06:17:55 AM CDT

ST. CLOUD — Xcel Energy customers in St. Cloud can expect a bill if they didn't get one for their natural gas use earlier this year.
Some automatic meters failed, meaning customers were underbilled.
Xcel has installed 90,000 automatic meters since August. But starting in late January or early February, about 8,700 meters registered zero usage for two or three months.
Customers will receive a corrected bill within the next 60 days. Xcel will estimate customers' bills by looking at the two previous years' bills and using the year with the least usage.
The company says it will work with customers who need extra time to pay the bill.

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