

Hamre, John G.

From: Rafferty, Tom D.
Sent: Monday, August 18, 2008 4:29 PM
To: -Grp-PSC Commissioners; -Grp-PSC Public Utilities; -Grp-PSC Legal
Subject: FW: Xcel Energy Automated Meter Reading module component replacement plan
Importance: High

I just received this.
I think this e-mail should be docketed in 08-627.

From: Sederquist, Dave [mailto:dave.sederquist@xcelenergy.com]
Sent: Monday, August 18, 2008 4:22 PM
To: Rafferty, Tom D.
Cc: Lund, Bonnie; Londo, Jody L; Boland, Patrick J
Subject: Xcel Energy Automated Meter Reading module component replacement plan

Tom,

This is a follow-up communication to my phone call to you this afternoon. You requested an email summary of our conversation.

Beginning tomorrow, August 19, Xcel Energy will be installing improved components in approximately 18,000 natural gas automated meter reading (AMR) modules in Fargo, Grand Forks, and West Fargo, ND and the Red River Valley communities of East Grand Forks and Moorhead, MN to replace components that have experienced a higher than normal failure rate. These components will also be replaced in another 40,000 AMR modules located in and around St. Cloud, MN as well as a small number of customers in Wisconsin and Michigan. The process of retrofitting all of the modules with improved components is expected to be completed by the end of the year.

Contract personnel from Corix will perform the work, and their trucks and ID badges will indicate that they work for Xcel Energy. Customers can expect the work on their meter to take about 20 minutes and they will not experience any disruption to their natural gas service while the work is being performed.

To ensure customers are properly informed of the work being performed, repair technicians will knock on the doors of affected homes and businesses and explain that they will be installing improved components on their meter reading module to replace those that have failed for some other customers. If the customer is not available, a door-hanger will be left to explain the work that was done and provide an Xcel Energy contact number should the customer have any questions. If a meter is not accessible, the customer will be notified to call and schedule an appointment for a component replacement at a later date.

8 **PU-08-627** Filed: 8/18/2008 Pages: 2
**Email Summary of Automated Reader Reading
Module Replacements**

The component replacement by itself should not have an impact on any future customer billing; however, in cases where defective modules are discovered, corrected bills may need to be issued.

This upgrade addresses the potential for failure of currently operating AMR meter modules that are similar in design and componentry to the modules that failed in the past.

Tomorrow we will forward you a pdf file showing the door-hanger design and message. Please feel free to contact me at 701-371-5256 if you have any questions.

Dave Sederquist

Xcel Energy (North Dakota Jurisdiction)

Fargo, North Dakota

Office: 701-241-8632

Cell: 701-371-5256