



414 Nicollet Mall
Minneapolis, Minnesota 55401

February 19, 2010

—VIA ELECTRONIC FILING—

RECEIVED

FEB 22 2010

PUBLIC SERVICE COMMISSION

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

Re: COMPLIANCE FILING
REFUND REPORT
DOCKET NO. G-002/CI-08-871

Dear Dr. Haar:

Northern States Power Company, a Minnesota corporation (“Xcel Energy” or the “Company”) submits the enclosed Report to the Minnesota Public Utilities Commission (the “Commission”) in accordance with the Commission’s October 26, 2009 ORDER REQUIRING REFUND AND OTHER MEASURES TO ADDRESS ISSUES IDENTIFIED IN INVESTIGATION (the “ORDER”) in the above-referenced Docket.

OVERVIEW

On July 15, 2009 we submitted to the Commission our Withdrawal Request and Refund Plan in this Docket.¹ This filing amended our earlier requests to rebill customers impacted by the mechanical failure of certain Automated Meter Reading (“AMR”) modules used to remotely read natural gas meters. It also provided that we would refund the approximately 1,361 customers that had previously been billed for estimated gas usage during the period the AMR module had malfunctioned.² Pursuant to the ORDER, we initiated refunds to these customers in December 2009, and completed all refunds in January 2010.

¹ Modifying our August 21, 2008 Request to Rebill and March 6, 2009 Amended Petition in this Docket.

² Prior to the initiation of this Docket, the Company had rebilled some of the customers impacted by the AMR module failure. These rebilling efforts ceased in July of 2008.

REPORT

The Commission's ORDER directed the Company to submit a Report of the following items, once we had completed our refund process:

- Number of customers refunded;
- Average refund volume and amount per customer;
- Number of customers enrolled in Company programs that received a refund;
- Deviations from any Commission-approved Refund and Communication Plan and how they were remedied; and
- Whether the rebilling and refund actions affected customers' continued enrollment in the Automatic Pay Plan, E-billing, and the Averaged Monthly Payment Plan.

We provide a Report of these items as Attachment A to this filing. Additionally, we summarize our customer refund results below:

Summary of Refund Results

Total Customer accounts refunded	1,525
Average CCFs per Account	361
Average refund per Account	\$390.33
Average interest per Account	\$11.29
Average refund with interest	\$401.62

As summarized above, our detailed review process resulted in refunds to 1,525 customers. We note that our refund process involved a detailed account analysis, which began with our originally-reported 1,361 customers. Consistent with the direction contained in the Commission's ORDER, we also examined additional customer accounts that were rebilled during the same period.³ This process resulted in incremental customer refunds.

We have served a copy of our filing on all parties on the attached service list. Please contact Bria Shea at (612) 330-6064 or bria.e.shea@xcelenergy.com or me at (612) 330-5601 or jody.l.londo@xcelenergy.com if you have any questions.

Sincerely,

/s/

JODY LONDO
MANAGER, REGULATORY ADMINISTRATION

c: Service List
Enclosure

³ The Commission directed that: "[W]hen determining eligibility for refunds, Xcel shall assume that a customer was affected by the 1074 v.2 module failure and thus is eligible for a refund if there is any doubt on the issue." ORDER at 6.

Refund Report

CYCLE	# OF ACCOUNTS	DATE LETTER MAILED	CUSTOMERS CALLED ON ALL PLANS*	PLAN BREAKDOWN					# of INBOUND CUSTOMER CALLS
				Auto Pay	Averaged Monthly Payment Plan	Payment Arrangement	E-bill	LIHEAP	
14	2	12/8/2009	1	1	0	0	0	0	1
15	29	12/9/2009	13	5	4	0	4	0	0
16	72	12/10/2009	22	7	9	1	4	1	2
17	94	12/11/2009	28	9	13	0	6	0	3
18	119	12/14/2009	48	12	19	5	12	0	12
19	152	12/15/2009	70	24	15	3	28	0	20
20	144	12/16/2009	68	24	25	3	15	1	9
1	67	12/17/2009	22	11	6	0	3	2	4
2	102	12/18/2009	45	13	19	2	11	0	4
3	82	12/21/2009	42	12	19	1	10	0	2
4	111	12/22/2009	50	21	17	1	11	0	8
5	77	12/23/2009	34	9	7	0	17	1	4
6	100	12/23/2009	44	24	8	0	12	0	3
7	114	12/24/2009	62	29	16	1	16	0	2
8	54	12/28/2009	14	4	5	0	5	0	5
9	102	12/29/2009	40	7	19	2	11	1	8
10	49	12/30/2009	12	3	3	0	6	0	1
11	36	12/31/2009	10	3	2	0	5	0	0
12	16	1/3/1900	4	0	2	0	2	0	2
13	3	1/4/2009	0	0	0	0	0	0	0
	1525		629	218	208	19	178	6	90

*Billers called all customers on plans. A customer may be on more than one plan.

The Refunds affected customers on plans in the following manner:

Auto Pay - Refunds were applied to actual balance. This may have affected the dollar amount withdrawn from their bank account.

Averaged Monthly Payment Plan - Refunds were applied to monthly budget amount but they did not affect the actual balance.

Payment Arrangement - Billers reset the payment arrangement if needed as they talked with the customers.

E-bill - Refunds were applied to actual balance.

LIHEAP - Refunds were applied to actual balance and PAR representatives were contacted.

We note there were no deviations from the Commission-approved Refund and Communication Plan.

CERTIFICATE OF SERVICE

I, Aimee Lemen, 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

xx electronic filing

DOCKET NO. G-002/CI-08-871

Dated this 19th day of February 2010

/s/

Aimee Lemen

Service List Name	First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret
OFF_SL_8-871_1	Aakash	Chandarana	achandarana@briggs.com	BRIGGS and MORGAN	2200 IDS Center 80 South 8th Street Minneapolis, MN 554022157	Paper Service	No
OFF_SL_8-871_1	Bill	Bullard		South Dakota Public Utilities Commiss	Capitol Building Pierre, SD 575015070	Paper Service	No
OFF_SL_8-871_1	Burt W.	Haar	burt.haar@state.mn.us	MN Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No
OFF_SL_8-871_1	Christopher	Clark	christopher.b.clark@xcelenergy.com	Xcel Energy	5th Floor 414 Nicollet Mall Minneapolis, MN 554011993	Paper Service	No
OFF_SL_8-871_1	Darrell	Nitschke		North Dakota Public Service Commission	600 E. Boulevard Avenue Bismarck, ND 585050480	Paper Service	No
OFF_SL_8-871_1	James M.	Strommen	jstrommen@kenedy-graven.com	Kennedy & amp. Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Paper Service	No
OFF_SL_8-871_1	John	Lindell	agorud.ecf@state.mn.us	OAG-RUD	900 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No
OFF_SL_8-871_1	Julia	Anderson	Julia.Anderson@state.mn.us	MN Office Of The Attorney General	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No
OFF_SL_8-871_1	Michael	Krikava	mkrikava@briggs.com	Briggs And Morgan, P. A.	2200 IDS Center 80 South 8th Street Minneapolis, MN 55402	Electronic Service	No
OFF_SL_8-871_1	Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Paper Service	No
OFF_SL_8-871_1	SaGonnia	Thompson	Regulatory.Records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No

Service List Name	First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret
OFF_SL_8-871_1	Sharon	Ferguson	sharon.ferguson@state.mn.us	State of MN - DOC	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No
OFF_SL_8-871_1	William	Stamets	bill.stamets@state.mn.us	Office of the Attorney General	Suite 900445 Minnesota Street St. Paul, MN 551012127	Electronic Service	No