



414 Nicollet Mall
Minneapolis, Minnesota 55401

May 17, 2010

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—VIA ELECTRONIC FILING—

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

PUBLIC SERVICE COMMISSION

RE: REPLY COMMENTS
MALFUNCTIONING METER RESPONSE TARIFF
DOCKET NOS. G-002/CI-08-871 AND E,G-002/M-09-224

Dear Dr. Haar:

Northern States Power Company, a Minnesota corporation (“Xcel Energy” or the “Company”) submits to the Minnesota Public Utilities Commission (the “Commission”) this Reply to the May 7, 2010 Comments of the Minnesota Office of Energy Security (“OES”) in the above-referenced Dockets.

REPLY

We appreciate the Comments from the OES and provide this brief Reply.

A. Remediation Deadline

The OES noted that the Company’s proposed remediation deadlines are reasonable based on the information available at this time (as our proposed targets are based on one year of actual performance data). We agree that it will be important to review the approved remediation deadlines once more actual performance data is available.

B. Tariff Language

We have no objection to the OES-recommended tariff language changes, and provide updated electric and natural gas tariff pages reflecting the recommended changes as Attachment A to this Reply, in both redline and clean versions.

C. Reporting Requirements

We have reviewed the following additional statistics regarding our annual average investigation and remediation times that the OES recommends, and have no

objection to providing these additional statistics in our Annual Electric and Natural Gas Service Quality Reports:

- Minimum number of days,
- Maximum number of days, and
- Standard deviation of the number of days.

Further, the OES recommends that we retain the data regarding the number of days needed to investigate and remediate malfunctioning meter concerns to allow for further analysis of our performance, as needed. We confirm that we will retain the requested data consistent with our internal records retention requirements, which we note is currently three years.

CONCLUSION

We appreciate and accept the OES recommendations, and respectfully request the Minnesota Public Utilities Commission to approve our filing as amended in this Reply.

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

Enclosure

c: Service Lists

Proposed Natural Gas and Electric Tariff Sheets

Gas

Redline

**GENERAL RULES AND REGULATIONS
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Date Filed:	<u>05-08-08</u> <u>04-12-10</u>	By: David M. Sparby <u>Judy M. Poferi</u>	Effective Date:	<u>08-05-08</u>
		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	E. G002/M-08-566 <u>G002/CI-08-871 &</u>		Order Date:	<u>08-05-08</u>
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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 13.1

3.11 METER EQUIPMENT MALFUNCTIONS

A. DEFINITIONS

"Meter Equipment Malfunction" means the confirmed inaccurate measurement of a customer's natural gas or electric usage by the Xcel Energy meter or other Company-installed usage measurement equipment installed for billing purposes at the customer location.

"Investigate and Remediate" means a field investigation of potentially malfunctioning meter equipment during which that the technician either determines either the equipment is not malfunctioning or resolves immediately in the field.

"Investigate and Refer" means a field investigation of potentially malfunctioning meter equipment that the technician confirms is malfunctioning, but is unable to resolve immediately in the field.

"Remediate upon Referral" means the resolution of a confirmed meter equipment malfunction, as referred from an initial field investigation.

B. PERFORMANCE MEASURES

The Company will track and report its average annual performance time for both Electric and Natural Gas Meter Equipment Malfunction Investigations and Remediation.

1. Natural Gas Meters

The Company will report and compare its average annual performance for Natural Gas Meter Equipment Investigations and Meter Equipment Remediation against the below following average annual response targets:

<u>Investigate and Remediate -</u>	<u>9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.</u>
<u>Investigate and Refer-</u>	<u>9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.</u>
<u>Remediate upon Referral-</u>	<u>15 calendar days from the point a meter equipment issue is confirmed via field investigation and a referral order is issued.</u>

2. Electric Meters

The Company will compare its average annual performance for Electric Meter Equipment Investigations and Meter Equipment Remediation against the below following average annual response targets:

<u>Investigate and Remediate -</u>	<u>9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.</u>
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(Continued on Sheet No. 6-13.2)

Date Filed: 04-12-10 By: Judy M. Pofert Effective Date:
President and CEO of Northern States Power Company, a Minnesota corporation
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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
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<u>Investigate and Refer-</u>	<u>9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.</u>
<u>Remediate upon Referral-</u>	<u>1 calendar day from the point a meter equipment issue is confirmed via the field investigation and a referral order is issued.</u>

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(Continued on Sheet No. 6-13.2)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 13.2

3.11 METER EQUIPMENT MALFUNCTIONS (Continued)

C. BILLING ADJUSTMENTS

If the Company does not repair or replace natural gas or electric meter equipment found to be malfunctioning within ten calendar days (20 calendar days for natural gas Remediate upon Referral malfunctions), the Company will not rebill the customer for any under-billing amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction.

However, the Company may rebill for the amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction if the Company's actions were delayed as a result of any Exclusions identified in Section E below.

Subject to the requirements of the Meter Equipment tariff, the Company will apply its Billing Adjustments tariff language in Section No. 6 of the Company's GENERAL RULES AND REGULATIONS to any rebilling resulting from malfunctioning meter equipment.

D. EXCLUSIONS

In the case where the Company's field investigation identifies malfunctioning meter equipment, but the Company otherwise obtains accurate and consistent customer billing meter readings, the prescribed timeframes in Sections B and C above are not applicable.

The Company will make its best efforts to meet the prescribed timeframes in Sections B and C above. However, the following issues may cause delays in the Company's ability to investigate or remedy malfunctioning meter equipment in those prescribed timeframes, and make B and C above not applicable:

Meter Access

- Meter is inaccessible due to a physical object built around it or blocking it;
- Meter is inaccessible due to locked fence or other property access problem;
- Customer appointment is needed to gain access to meter and Company makes reasonable attempts but is unable to obtain timely access to meter and/or access to inside of premise;
- Property re-modeling prevents access;
- Vacant or unknown property ownership; or
- Customer refuses the Company access to meter and/or access to inside of premise;

(Continued on Sheet No. 6-13.3)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
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3.11 METER EQUIPMENT MALFUNCTIONS

D. EXCLUSIONS (Continued)

Volume and Environmental

- Periods of emergency; Company work stoppages; catastrophe, natural disaster, civil unrest; or severe winter or other weather conditions (flood, etc.) preventing access to meter equipment, causing unusual levels of potential meter malfunctions, or causing difficulties in deployment of resources; or
- Significant or unusual events requiring metering resources to be deployed to other critical activities;

Equipment

- Equipment availability (appropriate meter/automated meter reading module not available);
- Catastrophic or systemic meter equipment failures or recalls;
- Instances requiring specially-made meter equipment;
- Customer non-compliance with established Codes and/or Company requirements; or
- Repair or replacement of other equipment and systems necessary to collect and transmit usage data such as AMR communication network equipment and associated devices.

E. REPORTING

The Company will file an annual Meter Equipment Malfunction Investigation and Remediation Report with the Minnesota Public Utilities Commission. The report will be filed as part of the Company's Annual Electric and Natural Gas Service Quality Reports due April 1 and May 1 of each year, respectively.

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Order Date:

Clean

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 13.1

3.11 METER EQUIPMENT MALFUNCTIONS

A. DEFINITIONS

"Meter Equipment Malfunction" means the confirmed inaccurate measurement of a customer's natural gas or electric usage by the Xcel Energy meter or other Company-installed usage measurement equipment installed for billing purposes at the customer location.

"Investigate and Remediate" means a field investigation of potentially malfunctioning meter equipment during which the technician either determines the equipment is not malfunctioning or resolves immediately in the field.

"Investigate and Refer" means a field investigation of potentially malfunctioning meter equipment that the technician confirms is malfunctioning, but is *unable to resolve* immediately in the field.

"Remediate upon Referral" means the resolution of a confirmed meter equipment malfunction, as referred from an initial field investigation.

B. PERFORMANCE MEASURES

The Company will track and report its average annual performance time for both Electric and Natural Gas Meter Equipment Malfunction Investigations and Remediation.

1. Natural Gas Meters

The Company will report and compare its average annual performance for Natural Gas Meter Equipment Investigations and Meter Equipment Remediation against the following average annual response targets:

<u>Investigate and Remediate</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Investigate and Refer</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Remediate upon Referral</u> -	15 calendar days from the point a meter equipment issue is confirmed via field investigation and a referral order is issued.

2. Electric Meters

The Company will compare its average annual performance for Electric Meter Equipment Investigations and Meter Equipment Remediation against the following average annual response targets:

<u>Investigate and Remediate</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Investigate and Refer</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Remediate upon Referral</u> -	1 calendar day from the point a meter equipment issue is confirmed via the field investigation and a referral order is issued.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 13.2

3.11 METER EQUIPMENT MALFUNCTIONS (Continued)

C. BILLING ADJUSTMENTS

If the Company does not repair or replace natural gas or electric meter equipment found to be malfunctioning within ten calendar days (20 calendar days for natural gas Remediate upon Referral malfunctions), the Company will not rebill the customer for any under-billing amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction.

However, the Company may rebill for the amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction if the Company's actions were delayed as a result of any Exclusions identified in Section E below.

Subject to the requirements of the Meter Equipment tariff, the Company will apply its Billing Adjustments tariff language in Section No. 6 of the Company's GENERAL RULES AND REGULATIONS to any rebilling resulting from malfunctioning meter equipment.

D. EXCLUSIONS

In the case where the Company's field investigation identifies malfunctioning meter equipment, but the Company otherwise obtains accurate and consistent customer billing meter readings, the prescribed timeframes in Sections B and C above are not applicable.

The Company will make its best efforts to meet the prescribed timeframes in Sections B and C above. However, the following issues may cause delays in the Company's ability to investigate or remedy malfunctioning meter equipment in those prescribed timeframes, and make B and C above not applicable:

Meter Access

- Meter is inaccessible due to a physical object built around it or blocking it;
- Meter is inaccessible due to locked fence or other property access problem;
- Customer appointment is needed to gain access to meter and Company makes reasonable attempts but is unable to obtain timely access to meter and/or access to inside of premise;
- Property re-modeling prevents access;
- Vacant or unknown property ownership; or
- Customer refuses the Company access to meter and/or access to inside of premise;

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 13.3

3.453.11 METER EQUIPMENT MALFUNCTIONS

D. EXCLUSIONS (Continued)

Volume and Environmental

- Periods of emergency; Company work stoppages; catastrophe, natural disaster, civil unrest; or severe winter or other weather conditions (flood, etc.) preventing access to meter equipment, causing unusual levels of potential meter malfunctions, or causing difficulties in deployment of resources; or
- Significant or unusual events requiring metering resources to be deployed to other critical activities;

Equipment

- Equipment availability (appropriate meter/automated meter reading module not available);
- Catastrophic or systemic meter equipment failures or recalls;
- Instances requiring specially-made meter equipment;
- Customer non-compliance with established Codes and/or Company requirements; or
- Repair or replacement of other equipment and systems necessary to collect and transmit usage data such as AMR communication network equipment and associated devices.

E. REPORTING

The Company will file an annual Meter Equipment Malfunction Investigation and Remediation Report with the Minnesota Public Utilities Commission. The report will be filed as part of the Company's Annual Electric and Natural Gas Service Quality Reports due April 1 and May 1 of each year, respectively.

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Electric

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E.G002/M-09-224

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 17.2

3.15 METER EQUIPMENT MALFUNCTIONS

A. DEFINITIONS

“Meter Equipment Malfunction” means the confirmed inaccurate measurement of a customer’s natural gas or electric usage by the Xcel Energy meter or other Company-installed usage measurement equipment installed for billing purposes at the customer location.

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<u>Investigate and Remediate -</u>	<u>9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.</u>
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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
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<u>Investigate and Refer-</u>	<u>9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.</u>
<u>Remediate upon Referral-</u>	<u>1 calendar day from the point a meter equipment issue is confirmed via the field investigation and a referral order is issued.</u>

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(Continued on Sheet No. 6-17.3)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 17.3

3.15 METER EQUIPMENT MALFUNCTIONS (Continued)

C. BILLING ADJUSTMENTS

If the Company does not repair or replace natural gas or electric meter equipment found to be malfunctioning within ten calendar days (20 calendar days for natural gas Remediate upon Referral malfunctions), the Company will not rebill the customer for any under-billing amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction.

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- Property re-modeling prevents access;
- Vacant or unknown property ownership; or
- Customer refuses the Company access to meter and/or access to inside of premise;

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 17.4

3.15 METER EQUIPMENT MALFUNCTIONS

D. EXCLUSIONS (Continued)

Volume and Environmental

- Periods of emergency; Company work stoppages; catastrophe, natural disaster, civil unrest; or severe winter or other weather conditions (flood, etc.) preventing access to meter equipment, causing unusual levels of potential meter malfunctions, or causing difficulties in deployment of resources; or
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E. REPORTING

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Clean

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(Continued on Sheet No. 6-TOC-2)

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 Docket No. G002/C1-08-871 & E,G002/M-09-224 Order Date:

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 17.2

3.15 METER EQUIPMENT MALFUNCTIONS

A. DEFINITIONS

“Meter Equipment Malfunction” means the confirmed inaccurate measurement of a customer’s natural gas or electric usage by the Xcel Energy meter or other Company-installed usage measurement equipment installed for billing purposes at the customer location.

“Investigate and Remediate” means a field investigation of potentially malfunctioning meter equipment during which the technician either determines the equipment is not malfunctioning or resolves immediately in the field.

“Investigate and Refer” means a field investigation of potentially malfunctioning meter equipment that the technician confirms is malfunctioning, but is *unable to resolve* immediately in the field.

“Remediate upon Referral” means the resolution of a confirmed meter equipment malfunction, as referred from an initial field investigation.

B. PERFORMANCE MEASURES

The Company will track and report its average annual performance time for both Electric and Natural Gas Meter Equipment Malfunction Investigations and Remediation.

1. Natural Gas Meters

The Company will report and compare its average annual performance for Natural Gas Meter Equipment Investigations and Meter Equipment Remediation against the following average annual response targets:

<u>Investigate and Remediate</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Investigate and Refer</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Remediate upon Referral</u> -	15 calendar days from the point a meter equipment issue is confirmed via field investigation and a referral order is issued.

2. Electric Meters

The Company will compare its average annual performance for Electric Meter Equipment Investigations and Meter Equipment Remediation against the following average annual response targets:

<u>Investigate and Remediate</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Investigate and Refer</u> -	9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment order is issued.
<u>Remediate upon Referral</u> -	1 calendar day from the point a meter equipment issue is confirmed via the field investigation and a referral order is issued.

(Continued on Sheet No. 6-17.3)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 17.3

3.15 METER EQUIPMENT MALFUNCTIONS (Continued)

C. BILLING ADJUSTMENTS

If the Company does not repair or replace natural gas or electric meter equipment found to be malfunctioning within ten calendar days (20 calendar days for natural gas Remediate upon Referral malfunctions), the Company will not rebill the customer for any under-billing amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction.

However, the Company may rebill for the amount owed for service occurring between the date the potential issue was identified and the date the Company remedied the meter equipment malfunction if the Company's actions were delayed as a result of any Exclusions identified in Section E below.

Subject to the requirements of the Meter Equipment tariff, the Company will apply its Billing Adjustments tariff language in Section No. 6 of the Company's GENERAL RULES AND REGULATIONS to any rebilling resulting from malfunctioning meter equipment.

D. EXCLUSIONS

In the case where the Company's field investigation identifies malfunctioning meter equipment, but the Company otherwise obtains accurate and consistent customer billing meter readings, the prescribed timeframes in Sections B and C above are not applicable.

The Company will make its best efforts to meet the prescribed timeframes in Sections B and C above. However, the following issues may cause delays in the Company's ability to investigate or remedy malfunctioning meter equipment in those prescribed timeframes, and make B and C above not applicable:

Meter Access

- Meter is inaccessible due to a physical object built around it or blocking it;
- Meter is inaccessible due to locked fence or other property access problem;
- Customer appointment is needed to gain access to meter and Company makes reasonable attempts but is unable to obtain timely access to meter and/or access to inside of premise;
- Property re-modeling prevents access;
- Vacant or unknown property ownership; or
- Customer refuses the Company access to meter and/or access to inside of premise;

(Continued on Sheet No. 6-17.4)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
Original Sheet No. 17.4

3.15 METER EQUIPMENT MALFUNCTIONS

D. EXCLUSIONS (Continued)

Volume and Environmental

- Periods of emergency; Company work stoppages; catastrophe, natural disaster, civil unrest; or severe winter or other weather conditions (flood, etc.) preventing access to meter equipment, causing unusual levels of potential meter malfunctions, or causing difficulties in deployment of resources; or
- Significant or unusual events requiring metering resources to be deployed to other critical activities;

Equipment

- Equipment availability (appropriate meter/automated meter reading module not available);
- Catastrophic or systemic meter equipment failures or recalls;
- Instances requiring specially-made meter equipment;
- Customer non-compliance with established Codes and/or Company requirements; or
- Repair or replacement of other equipment and systems necessary to collect and transmit usage data such as AMR communication network equipment and associated devices.

E. REPORTING

The Company will file an annual Meter Equipment Malfunction Investigation and Remediation Report with the Minnesota Public Utilities Commission. The report will be filed as part of the Company's Annual Electric and Natural Gas Service Quality Reports due April 1 and May 1 of each year, respectively.

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CERTIFICATE OF SERVICE

I, Carole Wallace, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota

electronic filing

DOCKET NOS. G-002/CI-08-871 AND E,G-002/M-09-224

Dated this 17th day of May 2010

/s/

Carole Wallace

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