



414 Nicollet Mall  
Minneapolis, Minnesota 55401

December 8, 2010

—Via Electronic Filing—

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

RECEIVED

DEC 10 2010

PUBLIC SERVICE COMMISSION

RE: COMPLIANCE FILING  
MALFUNCTIONING METER RESPONSE TARIFF  
DOCKET NOS. G002/CI-08-871 AND E,G002/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 filing in compliance with the Commission’s November 30, 2010 ORDER in the above-referenced Dockets.

The Commission’s Order approved proposed tariff language for Meter Equipment Malfunctions. With this filing, we provide the corresponding approved tariff sheets in both redline and final format, as follows:

**Minnesota Natural Gas Rate Book, MPUC No. 2**

Sheet No. 6-1, revision 6	Sheet No. 6-13.2, original
Sheet No. 6-13.1, original	Sheet No. 6-13.3, original

**Minnesota Electric Rate Book, MPUC No. 2**

Sheet No. 6-TOC-1, revision 3	Sheet No. 6-17.3, original
Sheet No. 6-17.2, original	Sheet No. 6-17.4, original

Pursuant to Minn. Stat. §216.17, subd. 3, we have electronically filed this document and we have served a copy of this filing on all parties on the attached service lists. Please contact Bria Shea at (612) 330-6064 or [bria.e.shea@xcelenergy.com](mailto:bria.e.shea@xcelenergy.com) or me at (612) 330-5601 or [jody.l.londo@xcelenergy.com](mailto:jody.l.londo@xcelenergy.com) if you have any questions.

89 **PU-08-627** Filed: 12/10/2010 Pages: 30  
MN Docket - Xcel’s approved tariff sheets in redline  
and final format

SINCERELY,

/s/

JODY LONDO  
MANAGER, REGULATORY ADMINISTRATION

Enclosure

c: Service Lists

**Gas**

**Redline**

**GENERAL RULES AND REGULATIONS  
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 5<sup>th</sup> 6<sup>th</sup> Revised Sheet No. 1

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N

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Date Filed: 05-08-08 04-12-10 By: David M. Sparby Judy M. Pofert Effective Date: 08-05-08  
01-01-11

President and CEO of Northern States Power Company, a Minnesota corporation  
 Docket No. E.G002/M-08-566 G002/CI-08-871 & Order Date: 08-05-08  
E.G002/M-09-224 11-30-10

**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:

- Investigate and Remediate- 9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.
- Investigate and Refer- 9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.
- Remediate upon Referral- 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 below following average annual response targets:

- Investigate and Remediate- 9 calendar days from the point the potential meter equipment issue is identified and a malfunctioning meter equipment dead register order is issued.

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President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. G002/CI-08-871 & E, G002/M-09-224 Order Date: 11-30-10

**MINNESOTA GAS RATE BOOK – MPUC NO. 2**

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**GENERAL RULES AND REGULATIONS (Continued)**

Section No. 6  
Original Sheet No. 13.1

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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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	President and CEO of Northern States Power Company, a Minnesota corporation			
Docket No.	G002/CI-08-871 & E, G002/M-09-224		Order Date:	11-30-10

**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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Date Filed: 04-12-10 By: Judy M. Pofert Effective Date: 01-01-11  
President and CEO of Northern States Power Company, a Minnesota corporation  
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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.

N  
N

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		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	G002/CI-08-871 & E, G002/M-09-224		Order Date:	11-30-10

**Final**

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N

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Date Filed:	04-12-10	By: Judy M. Pofert	Effective Date:	01-01-11
President and CEO of Northern States Power Company, a Minnesota corporation				
Docket No.	G002/CI-08-871 & E,G002/M-09-224		Order Date:	11-30-10

**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.

(Continued on Sheet No. 6-13.2)

Date Filed: 04-12-10 By: Judy M. Pofert Effective Date: 01-01-11  
President and CEO of Northern States Power Company, a Minnesota corporation  
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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.

N  
N

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		President and CEO of Northern States Power Company, a Minnesota corporation		
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**Electric**

**Redline**

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Date Filed:	<del>11-03-08</del> <u>04-12-10</u>	By:	Judy M. Poferl	Effective Date:	<del>04-01-10</del> <u>01-01-11</u>
	President and CEO of Northern States Power Company, a Minnesota corporation				
Docket No.	<del>E002/CR-08-1065</del> <u>G002/CI-08-871 &amp; E_G002/M-09-224</u>	Order Date:	<del>10-23-09</del> <u>11-30-10</u>		

**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 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. 6-17.3)

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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 <del>dead register</del> 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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Docket No. G002/CI-08-871 & E, G002/M-09-224 Order Date: 11-30-10

**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;

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(Continued on Sheet No. 6-17.4)

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Docket No.	G002/CI-08-871 & E,G002/M-09-224		Order Date:	11-30-10

**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**

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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		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	G002/CI-08-871 & E,G002/M-09-224		Order Date:	11-30-10

**Final**

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N

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

Date Filed:	04-12-10	By: Judy M. Pofert	Effective Date:	01-01-11
		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	G002/C1-08-871 & E,G002/M-09-224		Order Date:	11-30-10

**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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**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;

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(Continued on Sheet No. 6-17.4)

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**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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N

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**CERTIFICATE OF SERVICE**

I, Lindsey Didion, 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 NOS. G002/CI-08-871 AND E,G002/M-09-224**

Dated this 8th day of December 2010

/s/

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Lindsey Didion

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