

STATE OF NORTH DAKOTA
BEFORE THE
NORTH DAKOTA PUBLIC SERVICE COMMISSION

Tony Clark
Kevin Cramer
Brian P. Kalk

Commissioner
Commissioner
Commissioner

In the Matter of the Petition of
Northern States Power Company, a
Minnesota corporation, asking for
authority to modify the Service Rules in
the Company's Natural Gas and
Electric Tariffs

Case No. PU-09-____

PETITION

INTRODUCTION

Northern States Power Company, a Minnesota corporation, operating in North Dakota ("Xcel Energy" or the "Company") requests the North Dakota Public Service Commission (the "Commission") approve this Petition to modify the Service Rules in the Company's natural gas and electric tariff books.

This Petition consists of a proposed addition to our tariff books that would require us to investigate customer inquiries regarding the accuracy of their meter within 10 days (the "10-Day Investigation rule"). If the Company fails to initiate an investigation within 10 days, we will forego rebilling the customer for the time between the customer's inquiry and when the investigation occurred. We believe the 10-Day Investigation rule will benefit our customers by giving them consistent timely responses to their inquiries, and a remedy in the event we do not do so.

I. GENERAL FILING INFORMATION

Xcel Energy provides the following required information.

A. Name, Address and Telephone Number of Utility

Northern States Power Company,
a Minnesota corporation, operating in North Dakota
2302 Great Northern Drive
P.O. Box 2747
Fargo, North Dakota 58108-2747

(701) 241-8632

B. Name, Address and Telephone Number of Utility Attorney

Megan J. Hertzler
Assistant General Counsel
Xcel Energy Services Inc.
414 Nicollet Mall – 5th Floor
Minneapolis, MN 55401
(612) 215-4589

C. Date Modified Tariff Takes Effect

Xcel Energy proposes that this miscellaneous tariff change become effective thirty days from the date of the Commission's approval, and requests the Commission to approve the Petition at or before its next regular meeting.

D. Utility Employee Responsible for Filing

David H. Sederquist
Sr. Regulatory/Financial Consultant
Xcel Energy Services Inc.
2302 Great Northern Drive
P.O. Box 2747
Fargo, North Dakota 58108-2747
(701) 241-8632

II. DESCRIPTION AND PURPOSE OF THE FILING

Over the last year, we have experienced situations that caused our customer service to fall below our expectations, as well as those of the Commission and our customers. Relevant to this Petition was the failure of approximately 4,400 automated meter reading natural gas modules ("AMR modules"), which resulted in inaccurate bills for our customers. Our subsequent rebilling process led to instances of customer complaints and inquiries, and the Commission initiating Case No. PU-08-627.

On February 27, 2009, we submitted a proposal seeking to resolve the metering and billing issues described in Case No. PU-08-627. Our proposal included, among other things, a commitment to add the 10-Day Investigation rule to our tariff books.

III. TEN-DAY INVESTIGATION TARIFF PROPOSAL

The 10-day Investigation rule will hold the Company accountable for investigating customer inquiries regarding the operation or accuracy of their natural gas or electric meter within 10 days – that is if the Company does not investigate a customer inquiry within 10 days of the customer’s call, the Company will not bill the customer for the period of time between when the customer called and when we eventually responded with a meter investigation.

To implement this proposal, the Company proposes to add the following language to the General Rules and Regulations of the North Dakota Electric and Natural Gas retail tariff books:¹

Customers may contact the Company to report a concern with the accuracy of their [electric] [gas] meter. The Company will investigate an [electric] [gas] meter within ten calendar days of receiving a report from a customer questioning its accuracy. In the event that the Company fails to investigate a potentially malfunctioning meter within ten days of the customer’s contact, and the meter is later found to be malfunctioning, it will not rebill for any discrepancy in the amount owed for service occurring between when the customer contacted the Company regarding a concern with their meter and when the meter was investigated.

The proposed language will improve our customer service levels in North Dakota by ensuring consistent timely responses to customer inquiries about the operation or accuracy of a meter, and providing a remedy for those instances where we do not initiate an investigation within 10 days. We believe the proposed language is also beneficial as it provides the Commission with an objective means for measuring our response to customer inquiries.

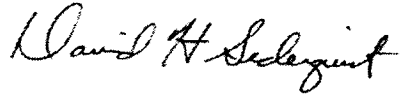
CONCLUSION

Xcel Energy respectfully requests that the Commission approve this Petition and allow the Company to add the 10-Day Investigation rule to its tariff books.

¹ Please see Attachment A to this Petition for the redline and clean versions of the proposed tariff pages, in legislative format.

Dated: February 27, 2009

Northern States Power Company
a Minnesota corporation operating in North Dakota

A handwritten signature in cursive script that reads "David H. Sederquist".

BY: _____

DAVID H. SEDERQUIST
SR. REGULATORY/FINANCIAL CONSULTANT



GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
 Original-1st Revised Sheet No. 9
 Relocated from NDPSC No. 1 Sheet No. G-28

SECTION 3 METERING AND BILLING

3.1 METERING AND TESTING

The Company will furnish, install, and maintain one set of metering equipment for each account or rate schedule under which service is supplied. The location, number of meters and appurtenances, and specifics of installation will depend on the service arrangements and requirements of the rate schedules.

The Company will maintain and test its metering equipment in accordance with the North Dakota Public Service Commission's rules. In the event the Company's test shows meter error in excess of accepted or prescribed tolerances, the Company, in accordance with the rules prescribed by the Commission, will adjust the bills for service during the period of registration error, if known, up to a maximum period of six years. If the error period is not known, adjustment will be made for a period equal to one-half of the time since the most recent test, not to exceed six months. If the average meter error cannot be determined because of failure of part or all of the metering equipment, the customer shall pay an amount based upon registration of check metering equipment or an estimated amount based upon the customer's consumption for comparable operations over a similar period.

The customer may, if he so desires, install at his own expense additional meters (for checking purposes only) in series with Company's meter beyond the outlet of Company's meter.

Customers may contact the Company to report a concern with the accuracy of their natural gas meter. The Company will investigate a natural gas meter within ten calendar days of receiving a report from a customer questioning its accuracy. In the event that the Company fails to investigate a potentially malfunctioning meter within ten days of the customer's contact, and the meter is later found to be malfunctioning, it will not rebill for any discrepancy in the amount owed for service occurring between when the customer contacted the Company regarding a concern with their meter and when the meter was investigated.

N
 |
 N

3.2 SPECIAL PAYMENTS

In the event that the Company is required to make any payments, or to render utility service at rates or charges which are less than the Company's rates or charges which otherwise would be applicable, to any political subdivision by reason of its operations within such political subdivision regardless of what such payments or services may be called, and regardless of the basis of determination thereof or the authority therefor, customers' bills for utility services supplied within such political subdivision will be increased during the period in which such payments or services are required by an aggregate amount sufficient to recover the amount of such payments and deficiencies. Each bill for services supplied within such political subdivision will be increased by the applicable proportionate part of such aggregate amount.

(Continued on Sheet No. 6-10)

Date Filed: 8-21-96 02-27-09 By: Kenneth J. Zagzebski David M. Sparby Effective Date: 9-1-96

General Manager & Chief Executive President and CEO of Northern States Power Company, a Minnesota corporation
 Case No. PU-400-95-55909- NSP - North Dakota Order Date: 8-28-96

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
1st Revised Sheet No. 9

SECTION 3 METERING AND BILLING

3.1 METERING AND TESTING

The Company will furnish, install, and maintain one set of metering equipment for each account or rate schedule under which service is supplied. The location, number of meters and appurtenances, and specifics of installation will depend on the service arrangements and requirements of the rate schedules.

The Company will maintain and test its metering equipment in accordance with the North Dakota Public Service Commission's rules. In the event the Company's test shows meter error in excess of accepted or prescribed tolerances, the Company, in accordance with the rules prescribed by the Commission, will adjust the bills for service during the period of registration error, if known, up to a maximum period of six years. If the error period is not known, adjustment will be made for a period equal to one-half of the time since the most recent test, not to exceed six months. If the average meter error cannot be determined because of failure of part or all of the metering equipment, the customer shall pay an amount based upon registration of check metering equipment or an estimated amount based upon the customer's consumption for comparable operations over a similar period.

The customer may, if he so desires, install at his own expense additional meters (for checking purposes only) in series with Company's meter beyond the outlet of Company's meter.

Customers may contact the Company to report a concern with the accuracy of their natural gas meter. The Company will investigate a natural gas meter within ten calendar days of receiving a report from a customer questioning its accuracy. In the event that the Company fails to investigate a potentially malfunctioning meter within ten days of the customer's contact, and the meter is later found to be malfunctioning, it will not rebill for any discrepancy in the amount owed for service occurring between when the customer contacted the Company regarding a concern with their meter and when the meter was investigated.

N
|
N

3.2 SPECIAL PAYMENTS

In the event that the Company is required to make any payments, or to render utility service at rates or charges which are less than the Company's rates or charges which otherwise would be applicable, to any political subdivision by reason of its operations within such political subdivision regardless of what such payments or services may be called, and regardless of the basis of determination thereof or the authority therefor, customers' bills for utility services supplied within such political subdivision will be increased during the period in which such payments or services are required by an aggregate amount sufficient to recover the amount of such payments and deficiencies. Each bill for services supplied within such political subdivision will be increased by the applicable proportionate part of such aggregate amount.

(Continued on Sheet No. 6-10)

Date Filed: 02-27-09 By: David M. Sparby Effective Date:
President and CEO of Northern States Power Company, a Minnesota corporation
Case No. PU-09- Order Date: