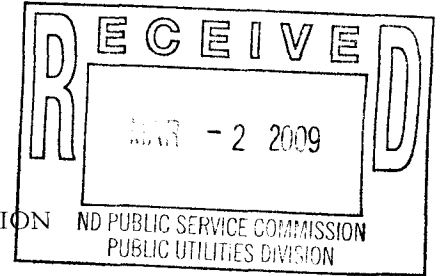


STATE OF NORTH DAKOTA
BEFORE THE
NORTH DAKOTA PUBLIC SERVICE COMMISSION



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

Proposed Tariff Pages

NORTH DAKOTA ELECTRIC RATE BOOK - NDPSO NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
1st 2nd Revised Sheet No. 15

3.1 METERING AND TESTING (Continued)

Testing Process for In-Service Meters (Continued)

As meters are tested in the sample testing plan, individual meters are calibrated – if design permits – if the “as found” test results show an error greater than +/- 0.5% during either the full load or light load test. Meters that require electronic reconfiguration due to their installation application will be individually re-programmed; calibration tested, and demand checked/tested as appropriate.

2. Periodic Testing Program

Meters to be periodically tested are placed in groups, or periodic lots. Lots are defined by manufacturer, model type, and the industry standard test code. The scheduled test for each meter will be established by specified test schedule and the last test date or the original receipt of the meter, whichever is most recent.

Meters that are on a periodic schedule may be tested and re-installed, tested and retired, or placed on a retirement list prior to their required test date based on the lot's performance or other factors impacting the Company's meter management decisions. As meters are tested in the periodic testing plan, individual meters are calibrated – if design permits – if the “as found” test results show an error greater than +/- 0.5% during either the full load or light load test. Meters that require electronic reconfiguration due to their installation application will be individually re-programmed; calibration tested, and demand checked/tested as appropriate.

Testing Process for Reconditioned Meters

1. Mechanical Meters

Re-serviceable meters removed from a customer premise are reconditioned by cleaning, testing, and calibration prior to re-installation. Meters are calibrated if the “as found” test results show an error greater than +/- 0.5% during either the full load or light load test.

2. Electronic Meters

Re-serviceable meters removed from a customer premise are reconditioned by cleaning, re-programming, and testing prior to re-installation. Many electronic meters have no calibration adjustment, but if possible they are calibrated if the “as found” test results show an error greater than +/- 0.5% during either the full load or light load test. If the meter has no calibration adjustment, and is found to be more than +/- 1.0% inaccurate, it is retired or repaired.

Customers may contact the Company to report a concern with the accuracy of their electric meter. The Company will investigate an electric 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.

Date Filed: 42-07-0702-27-09 By: David M. Sparby Effective Date: 03-01-09
President and CEO of Northern States Power Company, a Minnesota corporation
Case No. PU-07-77609- Order Date: 42-31-08

NORTH DAKOTA ELECTRIC RATE BOOK - NDPSC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 15

3.1 METERING AND TESTING (Continued)

Testing Process for In-Service Meters (Continued)

As meters are tested in the sample testing plan, individual meters are calibrated – if design permits – if the “as found” test results show an error greater than +/- 0.5% during either the full load or light load test. Meters that require electronic reconfiguration due to their installation application will be individually re-programmed; calibration tested, and demand checked/tested as appropriate.

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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: