

**STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION**

**Northern States Power Company
Customer Service Hours – Electric
Tariff**

Case No. PU-17-356

**Northern States Power Company
Customer Service Hours – Natural Gas
Tariff**

Case No. PU-17-357

ORDER ON REVISIONS TO TARIFF CONTACT INFORMATION

December 20, 2017

Preliminary Statement

On September 18, 2017, Northern States Power Company (NSP or Company) filed requests for approval of tariff changes to its Electric and Natural Gas Tariffs.

On October 4, 2017, the Commission suspended the tariffs.

On October 18, 2017, the Commission issued a Notice of Opportunity for Consolidated Hearing. A deadline of December 6, 2017 was set for comments and requests for a hearing. No comments or requests were received.

Discussion

The tariff changes reflect NSP's proposal to change the hours customer service representatives will be available to take non-emergency/non-outage customer calls. Currently NSP's customer service representatives are available 24 hours a day for all services. Under the proposed change in hours for non-emergency/non-outage customer calls, representatives would be available from 7:00 a.m. to 7:00 p.m. Monday through Friday and 9:00 a.m. to 5:00 p.m. Saturday. This change does not affect calls regarding emergencies or outages. Customers can still call 24 hours a day for these issues.

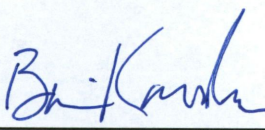
The change in the customer contact center phone hours has been approved in both Minnesota and South Dakota. No approval was required in Wisconsin although the Company met with the Wisconsin Commission to inform them of the proposed changes. The Wisconsin Commission reported that several other utilities in the state do not offer 24 hour, 7 days a week phone service.

The Company's call centers are located in Eau Claire, WI; Amarillo, TX; and Roseville, MN. The first available representative regardless of location will answer the call. It is transparent to the customer as to which center is responding. The Company also has employees in Eau Claire and in Denver, CO specifically assigned to serve small business customers.

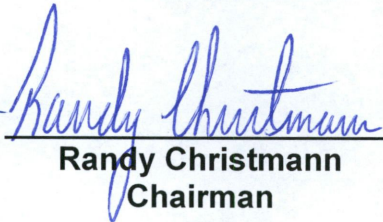
Order

The Commission orders Northern States Power Company's request to update its natural gas and electric tariffs with new customer service hours approved.

PUBLIC SERVICE COMMISSION



Brian Kroshus
Commissioner



Randy Christmann
Chairman



Julie Fedorchak
Commissioner