



2302 Great N. Drive
Fargo, North Dakota 58102
(701) 241-8632
dave.sederquist@xcelenergy.com

November 22, 2021

VIA U. S. AND ELECTRONIC MAIL

Mr. Steven M. Kahl, Executive Director
North Dakota Public Service Commission
State Capitol Building, Dept. 0408
600 East Boulevard
Bismarck, ND 58505-0480

RE: MISC. TARIFF MODIFICATION - GENERAL RULES AND REGULATIONS
CASE NO. PU-21-___

Dear Mr. Kahl:

Northern States Power Company, doing business as Xcel Energy, respectfully submits an original and three copies of an application for text modification to the Company's General Rules and Regulations tariff language.

We request the Commission approve the proposed tariff modification intended to enhance the customer experience by enabling additional signature and document execution options including online "click-and-agree" and digital signatures on customer forms. These enhancements will also reduce paper waste and, therefore, we request the Commission approve the requested tariff language.

If you have any questions please contact me at dave.sederquist@xcelenergy.com or (701) 241-8632. Thank you.

Sincerely,

David H. Sederquist
Sr. Regulatory/Financial Consultant
Xcel Energy – North Dakota

1 **PU-21-433** Filed: 11/22/2021 Pages: 15
General Service Rules re Click-and-Agree and Digital Signatures

Northern States Power Company

1 **PU-21-434** Filed: 11/22/2021 Pages: 15
General Service Rules re Click-and-Agree and Digital Signatures

Northern States Power Company

STATE OF NORTH DAKOTA
BEFORE THE
PUBLIC SERVICE COMMISSION

Julie Fedorchak	Chair
Randy Christmann	Commissioner
Brian Kroshus	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY
FOR APPROVAL OF MISCELLANEOUS
TARIFF MODIFICATION TO GENERAL
RULES AND REGULATIONS

CASE NO. PU-21____

PETITION

INTRODUCTION

Pursuant to North Dakota Century Code 49-05-05, Northern States Power Company, doing business as Xcel Energy, submits to the North Dakota Public Service Commission (Commission) this Petition for Commission approval of tariff modifications to the General Rules and Regulations in the Company's electric and natural gas rate books that will enable online signature and document execution options for our customers, including "click-and-agree" document execution and digital signatures on customer forms. The proposed tariff modifications are presented in redline and final formats, as shown in Attachment A.

I. BACKGROUND

In our efforts to meet and exceed our customers' expectations, the Company has continually made improvements to our online services. One area where we are working to improve the customer experience is providing customers with paperless document execution options.

Currently, the process for having customers sign tariffed forms (which are typically types of agreements) involves several steps. For example, if a customer was completing a *Residential Billing of Vacant Rental Property Agreement*, the customer must 1) receive an executable file of the customer form from the Company, 2) print a physical copy of the form, 3) manually sign that form, and 4) transmit the form to the Company by fax, mail or – if they are able to scan the signed document – email. The difficulty associated with these steps is aggravated for customers without easy access to printers and scanners

With the proposed tariff modification, the Company intends to make this process easier for customers by offering 1) a click-and-agree option which allows an online

customer to check a box indicating that they understand, acknowledge, and agree to the terms on the customer form, and 2) a digital signature capability using digital signature software. These additional agreement execution options significantly streamline the process for customers and responds to customer feedback we have received requesting that we simplify our cumbersome signature process.

These updated processes will also align the Company with current business practices, which have widely incorporated these methods of document execution across a variety of industries. During the COVID-19 pandemic, many individuals and businesses needed to adapt to new digital practices and access as a way of doing business, and it is our view that by these proposed modifications to our Rate Book Rules and Regulations will improve the customer experience.

This will both streamline the process for customers and reduce paper waste. Therefore, we request the Commission approve this requested change to its General Rules and Regulations.

II. PROPOSED TARIFF CHANGES

The new tariff modifications will be made to the following pages from our electric and natural gas rate books:

- *Electric Utility Rate Book, Section No. 6, Sheet 1 – General Rules and Regulations*
- *Natural Gas Rate Books, Section No. 6, Sheet 3 – General Rules and Regulations*

The specific changes we are proposing in Section No. 6 of both the electric and natural gas Rate Books is to Section 1 General Service Rules, Subsection 1.1 Application for Service. The language we request the Commission approve is underlined and bolded for emphasis below:

1.1 APPLICATION FOR SERVICE

A party desiring gas service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the party desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish reasonable information requested by the Company for the establishment of a service account. Any person who uses gas service in the absence of application or contract shall be subject to the Company's rates, rules, and regulations and shall be responsible

for payment of all service used. **Consistent with the North Dakota Uniform Electronic Transactions Act codified in Chapter 9-16 of the North Dakota Century Code, and any successor thereto, both click-and-agree and digital signatures may be allowed on customer forms. However, the Company may still insist on original hard copy signatures. Where electronic signatures are provided, they shall have the same effect as original signatures. Electronically stored versions of such documents shall have the same validity as the original.**

Again, this modification would be applicable to the same language in our Electric Utility Rate Book at Section 6, Sheet No. 1 and Natural Gas Utility Rate Book at Section 6, Sheet No. 3

A redlined version of these tariff modifications is included in Attachment A with this Petition. A Clean version of the modifications are included in Attachment A.

III. GENERAL FILING INFORMATION

Pursuant to § 69-02-02-04 of the Commission's Rules of Practice and Procedure, the following information is provided.

Utility Employee Responsible for Filing

David Sederquist, Sr. Regulatory and Financial Consultant
2302 Great Northern Drive
PO Box 2747
Fargo, ND 58108-2747
(701) 241-8632

The Company requests that the following person be placed on the Commission's official service list for this proceeding:

Lynnette Sweet, Regulatory Administrator
401 Nicollet Mall – 7th Floor
Minneapolis, MN 55401
Regulatory.records@xcelenergy.com
(612) 321-3159

CONCLUSION

Xcel Energy respectfully requests that the Commission approve the proposed tariff modifications necessary to enable additional signature and document execution options including click-and-agree document execution and digital signatures on customer forms.

Dated: November 22, 2021

Northern States Power Company

Electric

Legislative

SECTION 1 - GENERAL SERVICE RULES

1.1 APPLICATION FOR SERVICE

A party desiring electric service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the party desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish information requested by the Company for the establishment of a service account. Any person who uses electric service in the absence of application or contract shall be subject to the Company's rates, rules and regulations, and shall be responsible for payment of all service used. Consistent with the North Dakota Uniform Electronic Transactions Act codified in Chapter 9-16 of the North Dakota Century Code, and any successor thereto, both click-and-agree and digital signatures may be allowed on customer forms. However, the Company may still insist on original hard copy signatures. Where electronic signatures are provided, they shall have the same effect as original signatures. Electronically stored versions of such documents shall have the same validity as the original.

When required by governmental authority, a customer desiring new service or expanded service must first make application for and receive written approval from the Company.

Any customer using service without first notifying and enabling the Company to establish an initial meter reading may be held responsible for any amounts due for service supplied to the premises from time of last reading reported immediately preceding their occupancy.

Subject to its rates, rules, and regulations, the Company will continue to supply electric service until notified by customer to discontinue the service. The Customer will be responsible for payment of all service furnished through the date of the discontinuance.

Any customer desiring termination of service shall so notify the Company a minimum of five (5) working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Company is obtained.

1.2 SERVICE CHARGES

A. Service Processing Charge:

The Company will assess a \$15.00 processing charge for the initial establishment of service for each customer.

B. Service Reconnection Charge:

The Company will assess \$50.00 for reconnecting service that has been disconnected for non-payment.

C. Service Relock Charge

The Company will charge \$100.00 for reconnecting service where the Company has disconnected service for non-payment and subsequently returned to relock the service after it was reconnected without Company authorization.

(Continued on Sheet No. 6-1.1)

Date Filed: ~~03-26-21~~¹¹⁻²²⁻²¹

By: Christopher B. Clark

Effective Date: ~~10-01-21~~

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

Case No. PU-21-444

Order Date: ~~08-18-21~~

Non-Legislative

SECTION 1 - GENERAL SERVICE RULES

1.1 APPLICATION FOR SERVICE

A party desiring electric service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the party desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish information requested by the Company for the establishment of a service account. Any person who uses electric service in the absence of application or contract shall be subject to the Company's rates, rules and regulations, and shall be responsible for payment of all service used. Consistent with the North Dakota Uniform Electronic Transactions Act codified in Chapter 9-16 of the North Dakota Century Code, and any successor thereto, both click-and-agree and digital signatures may be allowed on customer forms. However, the Company may still insist on original hard copy signatures. Where electronic signatures are provided, they shall have the same effect as original signatures. Electronically stored versions of such documents shall have the same validity as the original.

When required by governmental authority, a customer desiring new service or expanded service must first make application for and receive written approval from the Company.

Any customer using service without first notifying and enabling the Company to establish an initial meter reading may be held responsible for any amounts due for service supplied to the premises from time of last reading reported immediately preceding their occupancy.

Subject to its rates, rules, and regulations, the Company will continue to supply electric service until notified by customer to discontinue the service. The Customer will be responsible for payment of all service furnished through the date of the discontinuance.

Any customer desiring termination of service shall so notify the Company a minimum of five (5) working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Company is obtained.

1.2 SERVICE CHARGES

- A. Service Processing Charge:
The Company will assess a \$15.00 processing charge for the initial establishment of service for each customer.
- B. Service Reconnection Charge:
The Company will assess \$50.00 for reconnecting service that has been disconnected for non-payment.
- C. Service Relock Charge
The Company will charge \$100.00 for reconnecting service where the Company has disconnected service for non-payment and subsequently returned to relock the service after it was reconnected without Company authorization.

(Continued on Sheet No. 6-1.1)

Gas

Legislative

SECTION 1 GENERAL SERVICE RULES

1.1 APPLICATION FOR SERVICE

A party desiring gas service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the party desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish reasonable information requested by the Company for the establishment of a service account. Any person who uses gas service in the absence of application or contract shall be subject to the Company's rates, rules, and regulations and shall be responsible for payment of all service used. Consistent with the North Dakota Uniform Electronic Transactions Act codified in Chapter 9-16 of the North Dakota Century Code, and any successor thereto, both click-and-agree and digital signatures may be allowed on customer forms. However, the Company may still insist on original hard copy signatures. Where electronic signatures are provided, they shall have the same effect as original signatures. Electronically stored versions of such documents shall have the same validity as the original.

When required by governmental authority, a customer desiring new service or expanded service first must make application for and receive written approval from the Company.

Subject to its rates, rules, and regulations, the Company will continue to supply gas service until notified by customer to discontinue the service. The customer will be responsible for payment of all service furnished through the date of discontinuance.

1.2 SERVICE PROCESSING CHARGE

The Company will charge \$15.00 for the initial establishment or the reestablishment of service for each customer. If any combination of gas or electric services requested by a customer and furnished by the Company is established or reestablished at the same time and location, only one \$15.00 charge will be made.

If a customer requests reestablishment of service at a location where the same customer discontinued the same service within the preceding 12 month period, an additional reconnection fee will be assessed equal to the sum of the monthly minimum charges applicable during the period service was not taken.

1.3 ACCESS TO CUSTOMER'S PREMISES

Company representatives, when properly identified, shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing the Company's property, or for any other purpose incident to the service.

1.4 CONTINUITY OF SERVICE

The Company will use all reasonable care to provide continuous service but does not assume responsibility for a regular and uninterrupted supply of gas service and will not be liable for any loss, injury, or damage resulting from the use of service, or arising from or caused by the interruption or curtailment of the same.

(Continued on Sheet No. 6-4)

Date Filed: 04-08-0511-22-
21 By: ~~Kent T. Larson~~Christopher B. Clark Effective Date: 07-01-05
~~Vice President, Jurisdictional Relations~~President, Northern States Power Company, a Minnesota Corporation
Case No. PU-400-04-57821- Order Date: 06-01-05

Non-Legislative

SECTION 1 GENERAL SERVICE RULES

1.1 APPLICATION FOR SERVICE

A party desiring gas service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the party desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish reasonable information requested by the Company for the establishment of a service account. Any person who uses gas service in the absence of application or contract shall be subject to the Company's rates, rules, and regulations and shall be responsible for payment of all service used. Consistent with the North Dakota Uniform Electronic Transactions Act codified in Chapter 9-16 of the North Dakota Century Code, and any successor thereto, both click-and-agree and digital signatures may be allowed on customer forms. However, the Company may still insist on original hard copy signatures. Where electronic signatures are provided, they shall have the same effect as original signatures. Electronically stored versions of such documents shall have the same validity as the original.

When required by governmental authority, a customer desiring new service or expanded service first must make application for and receive written approval from the Company.

Subject to its rates, rules, and regulations, the Company will continue to supply gas service until notified by customer to discontinue the service. The customer will be responsible for payment of all service furnished through the date of discontinuance.

1.2 SERVICE PROCESSING CHARGE

The Company will charge \$15.00 for the initial establishment or the reestablishment of service for each customer. If any combination of gas or electric services requested by a customer and furnished by the Company is established or reestablished at the same time and location, only one \$15.00 charge will be made.

If a customer requests reestablishment of service at a location where the same customer discontinued the same service within the preceding 12 month period, an additional reconnection fee will be assessed equal to the sum of the monthly minimum charges applicable during the period service was not taken.

1.3 ACCESS TO CUSTOMER'S PREMISES

Company representatives, when properly identified, shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing the Company's property, or for any other purpose incident to the service.

1.4 CONTINUITY OF SERVICE

The Company will use all reasonable care to provide continuous service but does not assume responsibility for a regular and uninterrupted supply of gas service and will not be liable for any loss, injury, or damage resulting from the use of service, or arising from or caused by the interruption or curtailment of the same.

(Continued on Sheet No. 6-4)

Date Filed: 11-22-21

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota Corporation

Case No. PU-21-

Order Date: