

Application to modify the Service Reconnection Charge & Manual Meter Reading Rider

Informal Hearing (Case No. PU-23-307)

November 8, 2023



AMI Rollout in North Dakota

- Xcel will begin deploying Advanced Metering Infrastructure (AMI) meters to ND customers in the first quarter of 2024
 - ND installation to be complete in 2025
- Field Area Network (FAN) deployment precedes AMI deployment to ensure that there is a fully operational network for the meters to communicate
 - FAN installation began in April 2023
- Replacing Automated Meter Reading (AMR) meters that are at the end of their life

Remote Capabilities

- AMI meters contain an internal switch that Xcel can operate using two-way communication capabilities
- Negates the need to make a physical field visit to perform a service reconnection or disconnection
 - Now more efficient and lowers customer charges
- Physical disconnection and reconnection still required for customers who elect to opt-out of an AMI meter and for large customers with polyphase meters
 - Those meters do not have an internal switch which is necessary to perform remote disconnection and reconnection

Tariff Modifications

- In all cases today there is a **\$50 service fee charge** for restoration of service after disconnection for non-payment
 - This fee was established in 2010 and is no longer cost-based
- **\$13.50** - Proposed reconnection charge for residential customer with a standard AMI Meter
 - Savings largely obtained by not sending field personnel to perform reconnections
- **\$100** - Proposed reconnection charge for residential customers opting for manual meter reading and those ineligible for remote connect
 - Increase in cost of physical disconnections and reconnections since the fee was set in 2010






Tariff Modifications

- We propose that residential and small commercial customers would be eligible for the lower Service Reconnection Charge immediately after AMI installation at their premises.
- We propose customers with ineligible meters will continue to pay the current \$50 Service Reconnection Charge until our AMI deployment is fully complete, which we expect to be in 2025.
- We propose that the higher Service Reconnection Charge for ineligible, AMI opt-out and polyphase customers would take effect on January 1, 2026.

Service Disconnection Process

- Has a serious impact on our customers – always a last resort
- Once the new meters are installed – if a customer has a past due balance that cannot be resolved – an additional contact via phone will be made
- If we cannot reach the customer via phone or voicemail – we will send a field representative prior to disconnection to attempt a final outreach
 - Remote disconnection will be initiated the following day
- Once the past due balance is paid or a payment arrangement has been made, we now have ability to remotely reconnect customers more quickly after their service has been disconnected
 - Remote disconnections will occur in the first half of the business day, which will provide customers the opportunity to contact us, reach some type of resolution, and have their service remotely reconnected on the same day.

Typical Process Leading up to Electric Service Disconnection

Tactic	Missed Payment	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9		
		Email				Email	Email		Email			
		Disconnect Notice										
		Call	Call	Call	Call	Call	Call	Call	Call	Call		
		Bill Displaying Past Due Charges				Bill Displaying Past Due Charges						
										Phone Call	Disconnect Remotely	Reconnect Remotely

Appendix

Table 1: Service Reconnection Charge Basis – Customers with Remote Service Switch Capabilities

<u>Item</u>	<u>Amount</u>
Call Costs	\$4.44
Field Personnel	<u>\$9.10</u>
Total	\$13.54
Proposed Service Reconnection Charge	\$13.50

Table 2: Service Reconnection Charge Basis AMI Opt-Out and Polyphase Customers

<u>Item</u>	<u>Amount</u>
Call Costs	\$4.44
Field Personnel	<u>\$105.56</u>
Total	\$110.00
Proposed Service Reconnection Charge	\$100.00

Table 3: Proposed Service Reconnection Charge Levels 2024-2026 Transition Period

Year	AMI Installed	Existing AMR Meters	Reconnection Charge for Customers with Eligible AMI Meter	Reconnection Charge for Customers without AMI or with Ineligible Meter
2024	25,000	75,000	\$13.50	\$50
2025	50,000	50,000	\$13.50	\$50
2026	100,000	0	\$13.50	\$100

AMI Informational Resources

- Link to Smart Meter information on xcelenergy.com
<https://mn.my.xcelenergy.com/customersupport/s/projects/smart-meter-installation>
- Link to AMI Meter Display Guide [Smart-Meter-Screen-Info-Sheet.pdf](#)
([xcelenergy.com](https://mn.my.xcelenergy.com))

Energy Usage Presentment

Customers with smart meters can view their interval data through the My Energy Portal.

The image shows a sequence of four screenshots from the Xcel Energy My Energy Portal, illustrating the navigation path to view energy usage data. Red circles and arrows highlight the flow from the 'Usage' link in the top navigation bar to the 'Usage History' section, and then to the 'View My Usage & Cost' link, which leads to a detailed view with four data visualization options: Monthly, Daily, Hourly, and 15-Min.

Screenshot 1: My Account Overview
Account: Residential 5312227100
Account Balance: \$81.87
Payment Due: [Pay Bill]
Last Payment: \$750.00 on Oct 10
Temp (deg): 39°, 47°, 34°
Energy Usage (therms): 81, 93, 85

Screenshot 2: My Dashboard
Account #: 11486625 | 1025 2ND ST NE, APT 105
Usage History: Nov (76 kWh), Dec, Current (71 kWh), Jan
View My Usage & Cost

Screenshot 3: Monthly Usage
MONTHLY
Cost Detail: [Bar chart showing usage over time]

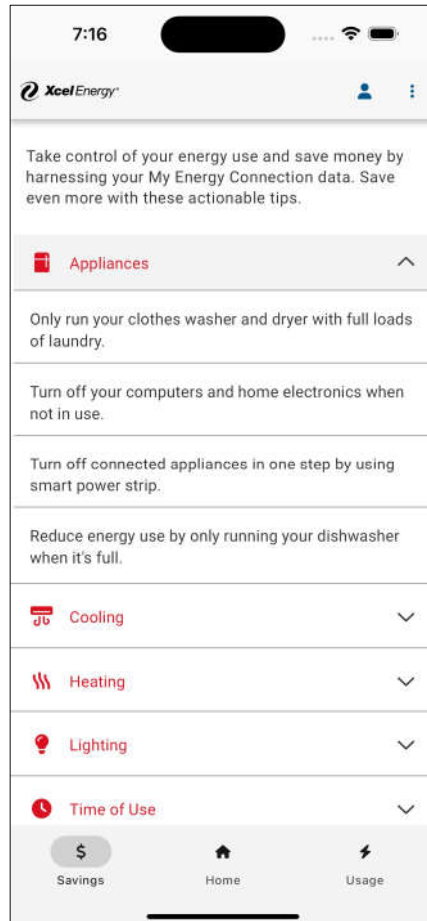
Screenshot 4: Daily Usage
DAILY
Cost Detail: [Bar chart showing usage over time]

Screenshot 5: Hourly Usage
HOURLY
Cost Detail: [Bar chart showing usage over time]

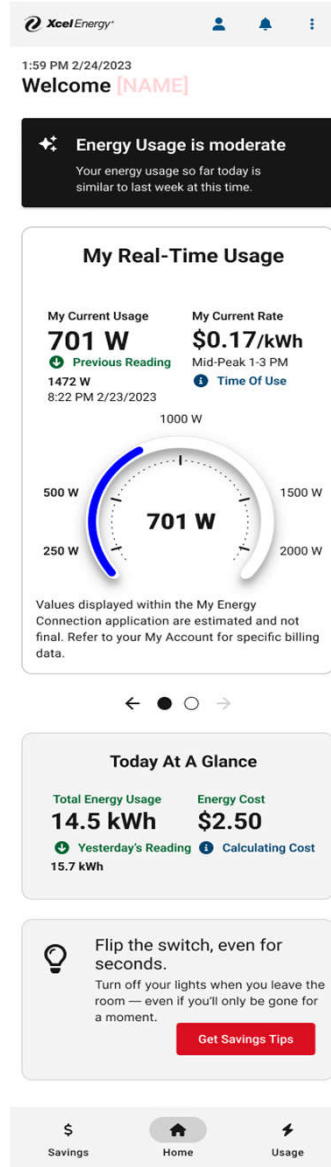
Screenshot 6: 15-Min Usage
15-MIN
Cost Detail: [Bar chart showing usage over time]

My Energy Connection Release 1 – Full Screen

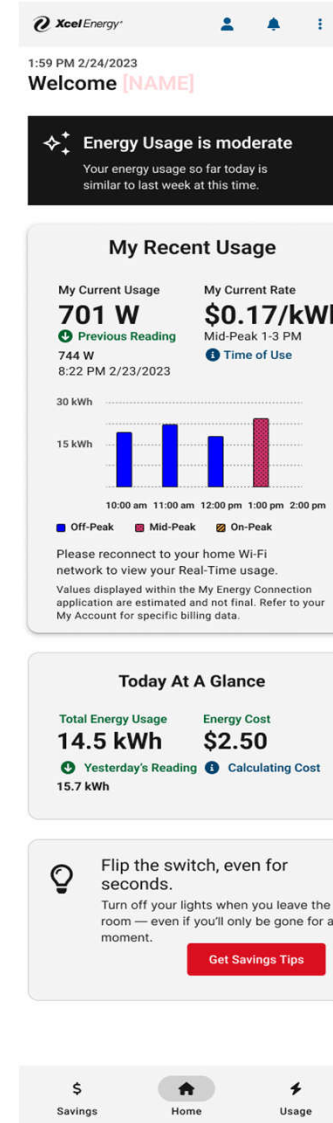
In App –
Actionable Energy Savings
Tips and
Educational Energy Items



At Home – Real Time Speedometer



Away from Home – 15 Min Info



At Home – Real Time Running Graph

