



2302 Great Northern Drive
Fargo, ND 58102

October 24, 2024

—Via Electronic Mail and U.S. Mail—

Steven M. Kahl, Executive Director
North Dakota Public Service Commission
State Capitol Building, Dept. 408
600 East Boulevard
Bismarck, ND 58505-0480

RE: LETTER – CUSTOMER COMMUNICATIONS
CASE NOS. PU-23-364; PU-23-367; PU-24-16;

Dear Mr. Kahl:

Northern States Power Company, doing business as Xcel Energy, submits this correspondence to the North Dakota Public Service Commission to provide information on an issue that was recently discovered regarding our customer communications.

In September 2024 it was discovered that communication intended for July 2024 bills regarding the refund of DOE #14 settlement proceeds in Case No. PU-23-364 was not provided to customers. After discovering the issue, we took immediate action. The customer communication regarding the DOE settlement refund is now in process and being provided with customer bills September 20 through November 1.

This error prompted the Company to review all recent customer communications, at which time it was determined that four other communications did not run as intended. Upon finding these errors, the Company developed a plan to address the issues for the respective matters. See Table 1 for details on the customer communications that did not run as scheduled, and the action taken and or/action planned to remedy the error.

	23	PU-23-364	Filed 10/24/2024	Pages: 2	Letter - Customer Communications Northern States Power Company Alex Nisbet, Reg. Policy Specialist
87	PU-23-367	Filed 10/24/2024	Pages: 2	Letter - Customer Communications Northern States Power Company Alex Nisbet, Reg. Policy Specialist	
	9	PU-24-16	Filed 10/24/2024	Pages: 2	Letter - Customer Communications Northern States Power Company Alex Nisbet, Reg. Policy Specialist

Table 1
Customer Communication Details

Case No.	Description	Original Run Schedule	Actual Run Schedule
PU-23-367	ND 2024 TY Gas Rate Case - Interim Rates Bill Message	March 2024	10/22/24-11/20/24
PU-23-367	ND 2024 TY Gas Rate Case - Interim Rates Bill Onsert	March 2024	10/22/24-11/20/24
PU-24-016	ND Cogeneration & Small Power Production Bill Message	March 2024	This is an annual bill message. No action taken at this time – will run in March 2025.
PU-23-364	DOE #14 Refund through the BCR - Bill Message	July 2024	9/20/24-11/1/24
N/A*	Help Paying Energy Bills & Disconnection Delay Bill Onsert	September 2024	10/22/24-11/20/24

*This is an annual mailing to all residential customers required by N.D. Administrative Code 69-09-02-05.1. It is sent annually with customer bills in September.

The Company apologizes for these errors and is taking steps to avoid similar customer communication issues in the future. Moving forward we have implemented a new process for managing customer communications that includes a confirmation check at the end to ensure the planned mailings were included in customer bills.

Please contact me at alex.j.nisbet@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

ALEX NISBET
REGULATORY POLICY SPECIALIST

cc: Victor Schock
Stacy Eberl