



July 20, 2026

Brian Johnson
Executive Director
North Dakota Public Service Commission
600 East Boulevard, Dept. 408
Bismarck, ND 58505-0480

RE: Case Number DM-26-232

Dear Mr. Johnson,

On June 29, 2026, Northern States Power Company (NSP), a Minnesota company and wholly owned subsidiary of Xcel Energy Company, received a copy of the ND One Call Complaint against Xcel Energy from SignPro. The location of the complaint, identified in the One-Call Ticket Number 26062901, is 2215 2nd Avenue E, West Fargo, ND. The complaint description concerns a failure to provide on time locates at the proposed excavation site. SignPro communicated two additional One-Call Ticket Numbers (26068324 and 26068321) through email correspondence to the North Dakota Public Service Commission (NDPSC) regarding this case.

Response:

NSP recognizes the seriousness of the concerns raised in the complaint and appreciates the critical importance of accurate, on time locating and has engaged in thorough discussions with Olameter to reinforce this priority in the interest of public safety.

Xcel Energy has taken the following actions to improve locating performance in North Dakota:

- The North Dakota workforce was supplemented with additional qualified contract resources from outside the state.
- Field auditing resources have been deployed in North Dakota, issues found are immediately corrected and action items are shared with the team.
- Overtime, including weekends, has been offered to company staff in North Dakota who perform locating duties.
- Xcel Energy is currently in process of hiring additional internal locate technicians in North Dakota.

The backlog of outstanding locate tickets has successfully been eliminated. Incoming ticket volume and on time completion are being monitored daily; additional resources will be deployed if necessary. This delayed locate was attributable to elevated ticket volumes and resource constraints during a period of high demand.

NSP expects our locate vendors to continue prioritizing accuracy and adherence to all applicable standards and we will continue to actively reinforce these expectations through ongoing communication and oversight to reduce the likelihood of similar occurrences in the future.

NSP Damage Prevention Team has had conversations with SignPro to reinforce our commitment and obligation to respond to locate tickets.

NSP takes its obligations under North Dakota's One-Call laws very seriously and apologizes for any instances in which locate requests were not completed accurately or within the required timeframes. We are committed to working cooperatively with excavators, North Dakota One Call, and the Commission to promote safe excavation practices and compliance with Chapter 49-23 of the North Dakota Century Code. Thank you for the opportunity to respond to this complaint.

If you have any questions or concerns, please contact Arley Ellsworth at 720-636-0273.

Sincerely,

A handwritten signature in cursive script that reads "Laura Boisvert".

Laura Boisvert
SVP Gas

CC: Konrad Crockford