



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-26-233

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 Molstad Excavating, Inc. The location of the complaint, identified in the One-Call Ticket Number 26066063, is the intersection of 17th Ave S and S 25th St, Grand Forks, ND. The complaint description concerns a failure to provide on time locates at the proposed excavation site.

Response:

NSP acknowledges that the locate request associated with this complaint was not completed within the required timeframe. We take this matter seriously because timely and accurate locating is essential to public safety, excavation damage prevention, and regulator compliance.

Corrective Actions Implemented:

- Increased qualified contract resources in North Dakota through supplemental staffing
- Authorized overtime, including weekends, to address ticket backlog
- Accelerated hiring of additional internal locate technicians
- Additionally, NSP has deployed additional auditing personnel to verify locate quality and promptly correct any identified deficiencies.

The backlog of outstanding locate requests has been eliminated. Incoming ticket volume and on-time performance are monitored daily, and additional resources will be deployed as needed to maintain response time and compliance. This delayed locate was attributable to elevated ticket volumes and resource constraints during a period of high demand. In addition to increasing staffing, NSP has strengthened management oversight through routine performance reviews, field audits, backlog monitoring and contractor accountability meetings to ensure sustained compliance with One Call requirements.

NSP has also had conversations with Molstad Excavating, Inc. to discuss this event, reinforce communication expectations, and reaffirm our mutual commitment to safe excavation practices and timely locate performance.

Thank you for the opportunity to respond to this complaint. NSP remains committed to continuous improvement and to working collaboratively 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. Again, thank you for allowing us the opportunity to respond.

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