



414 Nicollet Mall
Minneapolis, Minnesota 55401

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SECURITY DATA HAS BEEN EXCISED**

April 1, 2010

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

--Via Electronic Filing --

RE: ANNUAL SERVICE QUALITY REPORT
DOCKET NO. E,G002/CI-02-2034

Dear Dr. Haar:

Northern States Power Company, a Minnesota corporation ("Xcel Energy" or the "Company") submits to the Minnesota Public Utilities Commission (the "Commission") this Annual Report on our service quality performance for the year 2009. We submit this report pursuant to our service quality tariff (the "QSP Tariff") that establishes performance thresholds for seven customer service measurements and in compliance with the Commission's May 2, 2008 and September 2, 2009 ORDERS, in the above-referenced Docket. This Annual Report includes supporting information regarding our 2009 performance in a series of attachments.

A. Tariff Plan Performance

1. 2009 Performance

This is our sixth Annual Report under our QSP Tariff. We filed preliminary year-end performance data in our monthly report submitted on January 25, 2010 in this Docket. The information in this Annual Report includes any adjustments resulting from our final review of all year-end service quality data. The table below summarizes our 2009 performance.

Measure	2009 Performance	Standard
Customer Complaints to PUC	201	≤ 450
Telephone Response Time (percent of calls answered in ≤ 20 sec)	84.8%	$\geq 80\%$
Gas Emergency Average Response Time	48.25	≤ 56 min
Meter Reading (percent of meters with actual reads)	98.32%	$\geq 90\%$ summer $\geq 80\%$ winter
Electric Reliability -- SAIDI	66.51	≤ 98 min
Electric Reliability – SAIFI	0.63	≤ 1.00

As shown above, the Company performed within the performance standards for all six system-wide metrics in 2009.

2 Supporting Information

In this Annual Report, we update for year-end, our performance results previously filed monthly under the QSP Tariff, as well as a report of annual Outage Credits paid for our 2009 performance. Following is a list of attachments included with this Annual Report, which contain this information:

- Attachment A: Tariff Service Quality Plan Summary
- Attachment B: Reliability Detail
- Attachment C: Reliability Exclusion Detail
- Attachment D: Telephone Response Time Detail
- Attachment E: Gas Emergency Response Time Detail
- Attachment F: Meter Reading Detail
- Attachment G: Gas Codes and Internal Targets

B. Under-Performance Payments

1. Payment of 2009 Customer Outage Refunds

In accordance with the QSP Tariff, we compensated customers who experienced service levels below established standards for outages unrelated to storm days or public damage. The QSP Tariff service level requires a \$50.00 credit for customers experiencing six or more outages in 2009, or experiencing an outage lasting 24-hours or longer.

On February 25, 2010, we began applying credits to eligible customer accounts for instances when our performance did not meet these service standards. We applied credits to 1,543 customers who experienced six or more service outages during 2009, and credited 565 customers for outages lasting 24-hours or longer. We sent

each eligible customer a letter of explanation prior to the date we applied credits to customer accounts.

2. 2009 Potential Under-Performance Payments

The under-performance payments, as outlined in the QSP Tariff, adjust either upward or downward, based upon the previous year's metric performance.

Specifically, Section 1.9 B of the QSP Tariff states:

If the Company's performance on an individual measure requires no under performance payment to be assessed, the next year's potential under performance payment amount(s) will be reduced for that individual measure as follows, but not below the \$.5 million for each performance measure.

Section 1.9 F QSP Tariff goes on to state:

This Settlement Agreement and the associated penalties will expire following the 2008 performance year, unless a new or revised SQP has not been negotiated to replace the plan, in which case this plan and associated penalties will remain in effect until a new or revised SQP is completed.

In 2010, we met all performance standards under the QSP Tariff and did not trigger any under-performance payments. In addition, the total amount of Customer Outage Refunds we paid for 2010 performance did not exceed \$500,000. We note that we are currently in the process of renegotiating new standards with Commission Staff, the Minnesota Office of Energy Security, and the Minnesota Attorney General-Residential Utility Division. Because this process is not yet complete, we provide below the maximum under-performance payments for our 2010 performance under the current QSP Tariff:

2010 Maximum Performance Payments			
	2009 Max Payment	Ratchet	Resulting Max Payment for 2010
Customer Complaints	500,000	\$0 *	500,000
Telephone Response	500,000	\$0 *	500,000
SAIDI	600,000	\$100,000 *	500,000
SAIFI	500,000	\$0 *	500,000
Emergency Gas Response	500,000	\$0 *	500,000
Customer Outage Credits	500,000	\$0 *	500,000
Meter Reading	500,000	\$0 *	500,000
Total	3,600,000		3,500,000

*The payment for any metric cannot decrease below \$500,000 therefore the ratchet is reduced or eliminated.

C. Gas Codes

In Compliance with the Commission's May 5, 2008 ORDER in this Docket, we provide the Company's Gas Codes and associated internal targets as Attachment G to this filing.

D. OMS Audit

On July 1, 2008, Davies Consulting Inc. ("DCI") filed its Final Report and recommendations from their review of our Outage Management System ("OMS"). In Compliance with the Commission's September 2, 2009 ORDER in this Docket, we outline below the steps we have taken, as well as our future plans to implement the recommendations contained in the DCI Final Report.

We provide below updates that have occurred since our October 1, 2009 Compliance Filing in this Docket.

1. Training, Data, Outage Management System Software, and Mobile Data Terminals

Order Point A: Improving training, data adjustment, storm normalization, and customer count processes; upgrading its OMS software, and placing Mobile Dispatch Terminals in all service trucks.

a. OMS Upgrade

The planned OMS upgrade that we noted in our October 1, 2009 Compliance Filing in this Docket is now scheduled to be complete in the first quarter of 2011. However, we are examining whether it may be more prudent to wait until the next software version is available to upgrade. While waiting for the pending software version would push our implementation to the 3rd quarter of 2001, it would enable greater functionality, and also ensure we have continued vendor support. We expect to make our upgrade decision in July 2010.

b. Mobile Data Terminals

As noted in our October 1, 2009 Compliance Filing in this Docket, we are not planning to expand MDT usage at this time. However, we have updated all existing MDTs that generally gives employees greater ability to send and receive data in the field.¹

2. Leveraging OMS Data

Order Point B: Develop programs to reduce future outages, improve customer reliability, and improve crew efficiency, including enhanced use of Geospatial

¹ The updates include larger memory, more reliable operation, and faster data processing.

Information System data, identification of customers and areas experiencing frequent outages, and use of AMR data.

a. Quality of Service

We continuously work to improve the quality of our service, such as outage restoration duration, and crew efficiency. Some of these initiatives take the form of capital investments.

In addition to the “Intelli-team” equipment we discussed in our October 1, 2009 compliance filing in this Docket, we also installed Trip Savers in 2009. Trip Savers are small reclosers that will open a faulted circuit and reclose once to restore service to the affected customers. The end result is a momentary, rather than a sustained outage. Typically, the customer would only be out of electric service for several seconds, rather than several hours. We are in the process of reviewing the data generated by these devices, which we will use to determine whether further investment and deployment is appropriate for our customers and the Company.

3. Resources

Order Point C: Dedicating adequate resources to assure and enhance data integrity, regulatory reporting, and systems and processes.

We have no updates from our October 1, 2009 Compliance Filing in this Docket

Security Data

The raw reliability data provided with this filing includes “security data” as defined by Minn. Stat. § 13.37, subd. 1(a). Xcel Energy believes that some of the raw data on the disks and/or that has been eFiled could be manipulated to reveal the location and size of certain facilities that have been summarized in the Monthly Report. The public disclosure or use of this information creates an unacceptable risk that those who want to disrupt the electrical grid for political or other reasons may learn which facilities to target to create the greatest disruption. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of our filing.

We appreciate the opportunity to present this information for the Commission’s consideration. We have served copies of this Annual Report on all Parties on the attached service list.

Please contact Bria Shea at (612) 330-6064 or bria.e.shea@xcelenergy.com or me at (612) 330-5601 or jody.l.londo@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

JODY LONDO
MANAGER, REGULATORY ADMINISTRATION

Enclosures

c: Service List

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Standard
Customer Complaints to PUC													
Monthly	14	17	23	23	24	14	20	20	13	18	11	4	
YTD	14	31	54	77	101	115	135	155	168	186	197	201	≤ 450

Telephone Response Time /1 (Percent answered in ≤ 20 sec)													
Monthly	82.7%	85.0%	85.7%	85.2%	88.7%	88.8%	83.4%	81.8%	82.1%	82.9%	82.8%	88.6%	
YTD	82.7%	83.9%	84.6%	84.8%	85.7%	86.3%	85.8%	85.2%	84.8%	84.6%	84.5%	84.8%	≥ 80%

Gas Emergency Response Time (Minutes) /2													
Monthly	55.38	42.49	40.83	50.76	42.92	44.11	42.64	44.83	49.58	53.90	49.49	51.68	
YTD	55.38	50.56	47.77	48.54	47.51	47.00	46.51	46.33	46.67	47.64	47.83	48.25	≤ 56 min

Meter Reading - Actual Reads (Percent with actual reads)													
Monthly	96.02%	97.93%	98.49%	98.83%	98.67%	98.13%	98.36%	95.52%	98.74%	97.79%	98.71%	98.84%	≥ 90% sum
YTD	96.02%	96.91%	97.44%	97.78%	97.95%	97.98%	98.04%	98.10%	98.17%	98.23%	98.27%	98.32%	≥ 80% win

Electric Reliability - SAIDI (Minutes)													
Monthly	1.55	3.45	3.19	3.86	4.01	12.31	5.97	15.39	6.35	5.65	2.58	2.21	
YTD /3	1.55	5.00	8.20	12.09	16.06	28.37	34.34	49.73	56.08	61.73	64.31	66.51	≤ 98 min

Electric Reliability - SAIFI													
Monthly	0.02	0.03	0.04	0.05	0.05	0.13	0.06	0.10	0.05	0.05	0.03	0.03	
YTD /3	0.02	0.05	0.08	0.13	0.18	0.32	0.37	0.47	0.52	0.58	0.62	0.63	≤ 1.00

Customer Outage Refunds /4	Number of Eligible Customers	Total Credits Issued
Outage Frequency	1,543	\$77,150
Outage Duration	565	\$28,250
Total		\$105,400

1 Calculation of telephone response time excludes credit calls.

2 Gas Emergency Response, as approved by PUC Order dated May 6, 2008 in this Docket.

3 Due to independent rounding, year-to-date totals may not equal the sum of the components.

5 Customer outage refunds were posted to customer accounts in February of 2010.

SAIDI
Normalization: Xcel Energy Method
Customer Count: Premise

TARIFFED APPROACH

Docket No. E,G002/CI-02-203
Attachment B
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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Step Res	1.84	3.96	3.97	4.36	6.95	12.96	6.68	16.16	8.65	8.42	3.14	4.07	81.16
Normalized All Level, All Causes	1.91	6.05	5.86	5.85	5.71	19.42	7.37	22.22	9.03	10.22	4.40	5.71	103.76
Normalized Transmission Level Only(Incl PD)	0.11	0.31	0.00	0.13	0.06	0.51	0.00	0.58	0.10	2.15	0.22	1.21	5.39
Normalized Dist. Public Damage Cause Only	0.21	0.65	1.96	0.50	0.42	0.31	0.72	0.23	1.80	0.63	0.77	2.07	10.26
Normalized W/O PD and TL	1.59	5.09	3.90	5.22	5.23	18.60	6.65	21.41	7.13	7.44	3.41	2.43	88.12
Stepped Restoration All Level, All Cause	0.07	2.09	1.88	1.49	1.39	6.46	0.69	6.07	1.36	1.81	1.26	1.64	26.21
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.15
Stepped Rest. Dist. Pub. Dam. Cause Only	0.03	0.45	1.18	0.13	0.18	0.01	0.01	0.04	0.58	0.02	0.43	1.42	4.46
Stepped Restoration W/O PD and TL	0.04	1.64	0.70	1.36	1.22	6.30	0.68	6.03	0.78	1.79	0.84	0.23	21.60
Norm., All Levels, All Causes, Credit for Step Rest	1.84	3.96	3.97	4.36	4.32	12.96	6.68	16.16	7.67	8.42	3.14	4.07	77.55
Norm. W/O PD, TL, and Credit for Step Rest.	1.55	3.45	3.19	3.86	4.01	12.31	5.97	15.39	6.35	5.65	2.58	2.21	66.51

Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Step Res	0.95	2.37	3.82	2.07	7.43	14.29	7.66	11.65	8.34	10.28	3.95	1.88	74.70
Normalized All Level, All Causes	0.99	2.41	7.00	2.21	5.22	30.61	9.00	14.17	7.53	10.82	6.12	5.77	101.85
Normalized Transmission Level Only(Incl PD)	0.00	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.92	0.00	0.00	6.30
Normalized Dist. Public Damage Cause Only	0.29	0.04	4.11	0.06	0.13	0.31	1.32	0.11	3.32	0.10	0.50	4.64	14.93
Normalized W/O PD and TL	0.71	1.99	2.89	2.14	5.09	30.31	7.68	14.06	4.21	4.79	5.62	1.13	80.62
Stepped Restoration All Level, All Cause	0.05	0.03	3.18	0.13	0.52	16.33	1.33	2.52	2.14	0.54	2.17	3.89	32.83
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.02	0.00	2.73	0.00	0.00	0.00	0.00	0.01	1.67	0.01	0.03	3.86	8.34
Stepped Restoration W/O PD and TL	0.02	0.03	0.46	0.13	0.52	16.33	1.33	2.51	0.46	0.53	2.14	0.03	24.50
Norm., All Levels, All Causes, Credit for Step Rest	0.95	2.37	3.82	2.07	4.70	14.29	7.66	11.65	5.39	10.28	3.95	1.88	69.02
Norm. W/O PD, TL, and Credit for Step Rest.	0.68	1.96	2.44	2.01	4.57	13.98	6.34	11.55	3.74	4.27	3.48	1.10	56.12

Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Step Res	1.87	3.42	3.93	3.63	7.61	15.18	6.45	24.13	10.39	8.58	2.45	3.84	91.47
Normalized All Level, All Causes	1.98	7.13	4.77	4.40	7.53	17.39	6.84	35.39	11.49	11.53	2.72	4.57	115.73
Normalized Transmission Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.70	0.00	0.83	0.00	0.00	0.00	0.00	1.54
Normalized Dist. Public Damage Cause Only	0.22	0.30	1.26	0.57	0.79	0.26	0.25	0.11	1.21	1.15	0.13	1.09	7.34
Normalized W/O PD and TL	1.76	6.83	3.50	3.83	6.75	16.42	6.59	34.44	10.28	10.37	2.59	3.48	106.85
Stepped Restoration All Level, All Cause	0.11	3.71	0.84	0.77	2.60	2.21	0.39	11.26	1.09	2.95	0.26	0.74	26.94
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.34	0.00	0.00	0.00	0.00	0.00	0.00	0.34
Stepped Rest. Dist. Pub. Dam. Cause Only	0.05	0.16	0.60	0.26	0.39	0.02	0.02	0.03	0.04	0.00	0.00	0.29	1.86
Stepped Restoration W/O PD and TL	0.06	3.55	0.24	0.51	2.21	1.85	0.37	11.23	1.05	2.95	0.26	0.45	24.73
Norm., All Levels, All Causes, Credit for Step Rest	1.87	3.42	3.93	3.63	4.94	15.18	6.45	24.13	10.39	8.58	2.45	3.84	88.79
Norm. W/O PD, TL, and Credit for Step Rest.	1.70	3.28	3.26	3.31	4.53	14.57	6.22	23.22	9.23	7.42	2.33	3.04	82.12

Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Step Res	2.44	14.09	3.69	5.20	2.60	9.08	4.71	5.73	6.40	4.53	3.35	1.16	62.98
Normalized All Level, All Causes	2.47	17.96	3.71	6.02	2.11	9.31	5.03	6.81	7.19	4.87	3.37	1.21	70.06
Normalized Transmission Level Only(Incl PD)	1.08	1.84	0.00	0.00	0.60	1.67	0.00	1.17	0.00	1.72	2.15	0.00	10.22
Normalized Dist. Public Damage Cause Only	0.05	4.85	0.03	2.05	0.12	0.06	0.12	0.49	0.02	0.36	0.04	0.00	8.18
Normalized W/O PD and TL	1.34	11.27	3.68	3.97	1.38	7.58	4.92	5.16	7.17	2.80	1.19	1.21	51.65
Stepped Restoration All Level, All Cause	0.03	3.87	0.02	0.82	0.46	0.23	0.33	1.08	0.79	0.34	0.02	0.05	8.04
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	3.68	0.00	0.10	0.01	0.00	0.00	0.00	0.00	0.12	0.00	0.00	3.91
Stepped Restoration W/O PD and TL	0.03	0.19	0.02	0.72	0.45	0.23	0.33	1.08	0.79	0.22	0.02	0.05	4.13
Norm., All Levels, All Causes, Credit for Step Rest	2.44	14.09	3.69	5.20	1.65	9.08	4.71	5.73	6.40	4.53	3.35	1.16	62.02
Norm. W/O PD, TL, and Credit for Step Rest.	1.31	11.07	3.66	3.26	0.93	7.35	4.59	4.08	6.37	2.57	1.17	1.16	47.52

Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Step Res	3.79	1.62	4.87	13.18	6.85	3.81	6.48	7.26	4.71	5.85	3.30	14.02	75.74
Normalized All Level, All Causes	3.79	1.74	8.73	22.05	3.23	3.82	6.83	7.70	5.39	8.16	6.97	14.09	92.50
Normalized Transmission Level Only(Incl PD)	0.00	0.00	0.00	1.11	0.00	0.18	0.00	0.77	0.87	0.00	0.00	10.61	13.54
Normalized Dist. Public Damage Cause Only	0.09	0.00	0.15	0.13	0.09	0.70	1.32	0.77	1.27	0.38	4.75	0.30	9.94
Normalized W/O PD and TL	3.71	1.74	8.58	20.82	3.14	2.94	5.50	6.16	3.25	7.78	2.22	3.18	69.01
Stepped Restoration All Level, All Cause	0.00	0.12	3.86	8.87	0.02	0.01	0.34	0.44	0.68	2.31	3.67	0.07	20.40
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	0.00	0.01	0.00	0.00	0.01	0.00	0.18	0.03	0.00	3.63	0.00	3.84
Stepped Restoration W/O PD and TL	0.00	0.12	3.85	8.87	0.02	0.01	0.34	0.26	0.66	2.31	0.04	0.07	16.56
Norm., All Levels, All Causes, Credit for Step Rest	3.79	1.62	4.87	13.18	3.21	3.81	6.48	7.26	4.71	5.85	3.30	14.02	72.10
Norm. W/O PD, TL, and Credit for Step Rest.	3.71	1.62	4.72	11.95	3.12	2.93	5.16	5.90	2.59	5.48	2.18	3.10	52.46

SAIFI
Normalization: Xcel Energy Method
Customer Count: Premise

TARIFFED APPROACH

Docket No. E,G002/CI-02-203
Attachment B
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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.02	0.03	0.05	0.05	0.07	0.14	0.06	0.11	0.07	0.08	0.04	0.04	0.77
Normalized All Level, All Causes	0.02	0.03	0.05	0.05	0.05	0.14	0.06	0.11	0.06	0.08	0.04	0.04	0.74
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.02	0.00	0.01	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.01	0.01	0.06
Normalized W/O PD and TL	0.02	0.03	0.04	0.05	0.05	0.13	0.06	0.10	0.05	0.05	0.03	0.03	0.63
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.01	0.03	0.05	0.02	0.09	0.16	0.07	0.09	0.05	0.09	0.05	0.02	0.73
Normalized All Level, All Causes	0.01	0.03	0.05	0.02	0.06	0.16	0.07	0.09	0.04	0.09	0.05	0.02	0.69
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.04	0.00	0.00	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.01	0.01	0.05
Normalized W/O PD and TL	0.01	0.02	0.03	0.02	0.06	0.16	0.06	0.09	0.03	0.05	0.04	0.01	0.59
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.03	0.06	0.05	0.07	0.16	0.06	0.13	0.09	0.08	0.03	0.05	0.84
Normalized All Level, All Causes	0.03	0.03	0.06	0.05	0.05	0.16	0.06	0.13	0.09	0.08	0.03	0.05	0.82
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.01	0.07
Normalized W/O PD and TL	0.02	0.03	0.05	0.04	0.05	0.16	0.06	0.12	0.07	0.07	0.03	0.04	0.74
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.04	0.08	0.03	0.05	0.06	0.11	0.04	0.07	0.05	0.05	0.07	0.01	0.67
Normalized All Level, All Causes	0.04	0.08	0.03	0.05	0.05	0.11	0.04	0.07	0.05	0.05	0.07	0.01	0.66
Normalized Transmission Level Only(Inc PD)	0.03	0.02	0.00	0.00	0.04	0.02	0.00	0.04	0.00	0.02	0.03	0.00	0.21
Normalized Dist. Public Damage Cause Only	0.00	0.02	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03
Normalized W/O PD and TL	0.01	0.03	0.03	0.04	0.01	0.09	0.04	0.03	0.05	0.02	0.04	0.01	0.42
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.02	0.04	0.15	0.05	0.04	0.06	0.08	0.04	0.04	0.04	0.09	0.69
Normalized All Level, All Causes	0.03	0.02	0.04	0.15	0.02	0.04	0.06	0.08	0.04	0.04	0.04	0.09	0.66
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.02	0.00	0.01	0.00	0.02	0.02	0.00	0.00	0.05	0.11
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00	0.04
Normalized W/O PD and TL	0.03	0.02	0.04	0.14	0.02	0.03	0.05	0.06	0.02	0.04	0.04	0.04	0.51

CAIDI
Normalization: Xcel Energy Method
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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	79.94	115.23	79.57	84.83	95.27	90.96	107.34	150.50	130.68	108.36	72.38	103.21
Normalized All Level, All Causes	82.92	176.09	117.24	113.76	112.03	136.31	118.47	207.00	150.09	131.62	101.49	144.87
Normalized Transmission Level Only(Inc PD)	38.37	78.98	0.00	68.05	16.99	97.92	0.00	60.24	52.82	132.35	63.00	208.82
Normalized Dist. Public Damage Cause Only	81.00	247.17	179.95	125.45	231.97	130.38	169.31	177.14	218.93	97.99	146.09	336.10
Normalized W/O PD and TL	90.52	183.33	99.76	114.59	114.86	137.89	114.75	222.12	142.47	135.35	98.61	88.48
Norm. All Levels, All Causes, and Credit for Step Rest.	79.94	115.23	79.57	84.83	84.73	90.96	107.34	150.50	127.42	108.36	72.38	103.21
Norm. W/O PD, TL, and Credit for Step Rest.	88.29	124.26	81.77	84.72	88.13	91.22	102.99	159.60	126.80	102.78	74.43	80.26

Metro East	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	81.50	88.54	78.99	113.04	83.57	89.05	113.14	123.97	152.38	110.34	76.35	104.44
Normalized All Level, All Causes	85.48	89.81	144.73	120.24	85.67	190.82	132.84	150.74	205.29	116.09	118.42	320.61
Normalized Transmission Level Only(Inc PD)	0.00	87.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	144.11	0.00	0.00
Normalized Dist. Public Damage Cause Only	79.89	86.02	281.65	75.33	110.31	150.06	219.08	175.74	619.13	113.63	48.11	601.59
Normalized W/O PD and TL	87.97	90.44	85.59	122.44	85.18	191.35	124.39	150.57	134.35	93.63	135.93	109.88
Norm. All Levels, All Causes, and Credit for Step Rest.	81.50	88.54	78.99	113.04	77.09	89.05	113.14	123.97	147.01	110.34	76.35	104.44
Norm. W/O PD, TL, and Credit for Step Rest.	85.24	88.89	72.11	114.99	76.44	88.26	102.79	123.70	119.53	83.37	84.14	106.79

Metro West	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	70.40	105.47	66.22	72.17	108.27	93.70	100.86	183.18	121.83	105.18	80.40	78.92
Normalized All Level, All Causes	74.57	220.00	80.43	87.50	146.30	107.35	106.94	268.66	134.66	141.40	88.93	94.11
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	148.85	0.00	106.00	0.00	0.00	0.00	0.00
Normalized Dist. Public Damage Cause Only	75.89	431.44	96.57	86.21	271.16	121.10	126.90	123.73	91.47	88.81	59.46	145.44
Normalized W/O PD and TL	74.41	215.36	75.85	87.70	138.83	105.89	106.30	280.12	142.57	151.38	91.13	84.77
Norm. All Levels, All Causes, and Credit for Step Rest.	70.40	105.47	66.22	72.17	95.85	93.70	100.86	183.18	121.83	105.18	80.40	78.92
Norm. W/O PD, TL, and Credit for Step Rest.	71.71	103.48	70.60	75.92	93.32	93.97	100.38	188.82	127.97	108.29	82.07	73.87

Northwest	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	64.52	174.90	128.80	103.71	46.82	80.08	110.98	80.65	124.16	90.16	45.96	84.49
Normalized All Level, All Causes	65.32	222.93	129.34	120.05	43.51	82.08	118.69	95.85	139.56	96.97	46.23	88.20
Normalized Transmission Level Only(Inc PD)	38.37	74.45	0.00	0.00	16.99	73.25	0.00	28.94	0.00	69.15	63.00	0.00
Normalized Dist. Public Damage Cause Only	169.56	231.86	132.58	374.99	174.25	162.24	93.94	258.64	153.77	264.36	154.95	65.00
Normalized W/O PD and TL	142.93	323.04	129.32	88.87	112.86	83.98	119.43	178.59	139.52	116.22	30.75	88.24
Norm. All Levels, All Causes, and Credit for Step Rest.	64.52	174.90	128.80	103.71	33.98	80.08	110.98	80.65	124.16	90.16	45.96	84.49
Norm. W/O PD, TL, and Credit for Step Rest.	139.71	317.50	128.77	72.82	76.00	81.47	111.50	141.17	124.08	106.88	30.24	84.52

Southeast	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	130.67	71.50	132.06	85.77	130.66	97.60	113.43	87.59	125.57	139.62	76.33	157.26
Normalized All Level, All Causes	130.67	76.65	236.81	143.49	144.21	97.96	119.42	92.86	143.80	194.77	161.24	158.09
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.05	0.00	28.61	0.00	44.00	52.82	0.00	0.00	208.82
Normalized Dist. Public Damage Cause Only	172.75	0.00	157.34	74.74	241.21	121.95	125.61	189.91	307.48	245.20	644.57	154.05
Normalized W/O PD and TL	129.91	76.65	238.95	153.40	142.54	109.33	118.02	100.40	193.08	192.86	61.91	87.41
Norm. All Levels, All Causes, and Credit for Step Rest.	130.67	71.50	132.06	85.77	143.34	97.60	113.43	87.59	125.57	139.62	76.33	157.26
Norm. W/O PD, TL, and Credit for Step Rest.	129.91	71.50	131.56	88.03	141.66	109.01	110.67	96.14	154.10	135.64	60.70	85.37

CAIDI
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	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD
	January	February	March	April	May	June	July	August	September	October	November	December
Minnesota												
With Storms, All Levels & Causes, Credit for Step Rest	79.94	101.08	91.07	89.05	91.01	90.99	93.32	104.61	107.44	107.54	105.46	105.34
Normalized All Level, All Causes	82.92	138.71	128.72	123.87	120.99	127.19	125.88	142.57	143.35	141.96	139.47	139.75
Normalized Transmission Level Only(Inc PD)	38.37	61.92	61.92	63.22	49.60	63.90	63.90	62.60	61.97	87.17	85.44	98.53
Normalized Dist. Public Damage Cause Only	81.00	164.73	175.04	165.16	170.70	166.78	167.16	167.59	178.69	166.95	164.74	183.65
Normalized W/O PD and TL	90.52	147.38	125.34	121.57	119.83	127.68	125.64	145.65	145.34	144.38	141.76	139.44
Norm. All Levels, All Causes, and Credit for Step Rest.	79.94	101.08	91.07	89.05	88.00	89.20	91.92	103.97	106.40	106.63	104.52	104.45
Norm. W/O PD, TL, and Credit for Step Rest.	88.29	110.33	97.11	92.77	91.56	91.41	93.24	107.00	108.93	108.33	106.39	105.25
Metro East												
With Storms, All Levels & Causes, Credit for Step Rest	81.50	86.41	82.28	87.65	85.78	87.26	91.41	97.34	102.62	103.70	101.73	101.79
Normalized All Level, All Causes	85.48	88.50	119.86	119.92	107.35	148.36	145.70	146.67	150.76	145.54	143.44	148.08
Normalized Transmission Level Only(Inc PD)	0.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	138.67	138.67	138.67
Normalized Dist. Public Damage Cause Only	79.89	80.60	238.14	230.98	224.14	217.47	217.81	216.89	278.99	274.84	223.99	278.27
Normalized W/O PD and TL	87.97	89.78	87.56	95.07	90.88	144.01	140.66	142.70	142.16	137.53	137.42	136.94
Norm. All Levels, All Causes, and Credit for Step Rest.	81.50	86.41	82.28	87.65	83.77	86.36	90.96	97.32	100.79	102.23	100.23	100.34
Norm. W/O PD, TL, and Credit for Step Rest.	85.24	87.92	79.55	87.17	82.63	85.60	88.54	95.76	97.29	95.97	95.12	95.32
Metro West												
With Storms, All Levels & Causes, Credit for Step Rest	70.40	89.66	77.91	76.20	85.64	88.90	90.55	111.00	112.36	111.59	110.39	108.57
Normalized All Level, All Causes	74.57	154.45	117.34	108.45	117.31	113.08	112.20	147.88	146.18	145.65	143.42	140.51
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	148.85	148.85	122.07	122.07	122.07	122.07	122.07
Normalized Dist. Public Damage Cause Only	75.89	144.98	106.96	101.09	120.00	120.08	120.53	120.62	111.96	106.72	105.03	109.54
Normalized W/O PD and TL	74.41	155.06	119.05	109.62	116.94	112.03	111.17	150.08	149.18	149.41	147.05	143.61
Norm. All Levels, All Causes, and Credit for Step Rest.	70.40	89.66	77.91	76.20	80.80	86.27	88.36	109.98	111.51	110.81	109.62	107.81
Norm. W/O PD, TL, and Credit for Step Rest.	71.71	89.89	81.12	79.56	83.01	87.88	89.76	112.58	114.41	113.79	112.50	110.37
Northwest												
With Storms, All Levels & Causes, Credit for Step Rest	64.52	139.66	137.54	128.93	110.88	101.34	102.34	99.12	101.55	100.57	94.48	94.28
Normalized All Level, All Causes	65.32	172.61	164.17	152.94	131.36	115.79	116.10	113.05	115.66	114.02	106.39	106.01
Normalized Transmission Level Only(Inc PD)	38.37	55.27	55.27	55.27	39.90	46.74	46.74	42.00	42.00	45.82	48.61	48.61
Normalized Dist. Public Damage Cause Only	169.56	231.05	230.08	259.58	257.39	256.14	249.24	249.81	249.37	250.00	249.29	249.17
Normalized W/O PD and TL	142.93	284.83	224.00	172.54	166.91	132.87	130.75	135.51	136.12	134.81	124.86	123.66
Norm. All Levels, All Causes, and Credit for Step Rest.	64.52	139.66	137.54	128.93	110.21	100.69	101.78	98.60	101.11	100.15	94.05	93.85
Norm. W/O PD, TL, and Credit for Step Rest.	139.71	279.78	220.71	164.39	156.05	125.44	123.24	125.02	124.88	123.70	114.77	113.78
Southeast												
With Storms, All Levels & Causes, Credit for Step Rest	130.67	104.71	116.09	96.86	102.87	102.25	103.89	101.04	102.83	105.62	103.50	110.49
Normalized All Level, All Causes	130.67	106.97	160.98	149.89	149.41	142.80	139.09	130.46	131.49	136.56	138.44	141.12
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.05	68.05	56.92	56.92	51.29	51.73	51.73	51.73	125.99
Normalized Dist. Public Damage Cause Only	172.75	172.75	162.72	115.58	128.87	124.62	125.15	136.13	161.32	165.67	261.21	255.84
Normalized W/O PD and TL	129.91	106.30	160.95	156.35	155.11	150.58	145.81	138.47	140.79	145.60	139.25	135.55
Norm. All Levels, All Causes, and Credit for Step Rest.	130.67	104.71	116.09	96.86	100.79	100.38	102.45	99.67	101.69	104.73	102.56	110.00
Norm. W/O PD, TL, and Credit for Step Rest.	129.91	104.02	115.37	98.72	102.58	103.22	104.31	102.99	105.16	107.97	104.39	103.03

SAIDI
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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	1.96	3.60	4.34	4.00	6.77	12.46	6.78	14.99	8.57	8.49	3.28	4.42	79.66
Normalized All Level, All Causes	2.05	5.43	6.11	5.33	6.52	19.87	7.65	21.92	9.17	10.18	4.55	6.74	105.53
Normalized Transmission Level Only(Incl PD)	0.09	0.27	0.00	0.11	0.05	0.42	0.00	0.55	0.08	2.42	0.20	1.00	5.20
Normalized Dist. Public Damage Cause Only	0.20	0.52	1.76	0.41	1.29	0.26	0.65	0.19	1.89	0.73	0.89	2.84	11.64
Normalized W/O PD and TL	1.76	4.64	4.35	4.81	5.18	19.19	7.00	21.18	7.20	7.02	3.46	2.90	88.69
Stepped Restoration All Level, All Cause	0.09	1.83	1.77	1.33	2.12	7.41	0.87	6.93	1.47	1.70	1.27	2.32	29.11
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.12
Stepped Rest. Dist. Pub. Dam. Cause Only	0.03	0.35	1.05	0.10	0.94	0.01	0.01	0.03	0.55	0.08	0.41	1.95	5.50
Stepped Restoration W/O PD and TL	0.05	1.48	0.72	1.23	1.18	7.28	0.86	6.90	0.92	1.62	0.86	0.37	23.49
Norm., All Levels, All Causes, Credit for Step R	1.96	3.60	4.34	4.00	4.40	12.46	6.78	14.99	7.70	8.49	3.28	4.42	76.42
Norm. W/O PD, TL, and Credit for Step Rest.	1.71	3.17	3.63	3.58	4.00	11.91	6.14	14.28	6.28	5.41	2.60	2.52	65.21
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	1.03	2.17	4.19	2.10	7.20	14.32	7.35	11.69	8.39	11.40	4.04	2.79	76.66
Normalized All Level, All Causes	1.08	2.24	7.21	2.21	5.53	34.03	8.55	14.52	7.72	12.05	6.24	8.29	109.66
Normalized Transmission Level Only(Incl PD)	0.00	0.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.91	0.00	0.00	7.23
Normalized Dist. Public Damage Cause Only	0.26	0.07	3.75	0.05	0.11	0.25	1.09	0.09	3.50	0.32	0.66	6.68	16.83
Normalized W/O PD and TL	0.82	1.84	3.46	2.16	5.43	33.77	7.46	14.43	4.22	4.82	5.58	1.61	85.60
Stepped Restoration All Level, All Cause	0.05	0.06	3.02	0.11	0.78	19.71	1.20	2.83	1.97	0.64	2.19	5.50	38.07
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.02	0.00	2.43	0.00	0.00	0.00	0.00	0.01	1.56	0.08	0.10	5.45	9.66
Stepped Restoration W/O PD and TL	0.03	0.06	0.59	0.11	0.78	19.71	1.20	2.82	0.40	0.56	2.09	0.05	28.42
Norm., All Levels, All Causes, Credit for Step R	1.03	2.17	4.19	2.10	4.75	14.32	7.35	11.69	5.75	11.40	4.04	2.79	71.58
Norm. W/O PD, TL, and Credit for Step Rest.	0.79	1.78	2.87	2.05	4.64	14.06	6.26	11.60	3.82	4.26	3.49	1.55	57.18
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	1.78	2.94	4.49	3.25	7.42	13.93	6.80	20.84	10.14	8.04	2.82	4.32	86.77
Normalized All Level, All Causes	1.93	6.10	5.39	4.12	8.97	15.86	7.62	33.15	11.60	10.57	3.18	5.38	113.88
Normalized Transmission Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.54	0.00	0.79	0.00	0.00	0.00	0.00	1.34
Normalized Dist. Public Damage Cause Only	0.21	0.25	1.08	0.47	2.62	0.23	0.33	0.10	1.33	1.07	0.41	1.31	9.41
Normalized W/O PD and TL	1.72	5.85	4.31	3.65	6.35	15.09	7.29	32.26	10.27	9.49	2.77	4.07	103.13
Stepped Restoration All Level, All Cause	0.15	3.16	0.90	0.88	3.86	1.93	0.82	12.31	1.46	2.53	0.36	1.07	29.42
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.26
Stepped Rest. Dist. Pub. Dam. Cause Only	0.06	0.13	0.53	0.18	1.99	0.01	0.02	0.02	0.08	0.00	0.00	0.33	3.36
Stepped Restoration W/O PD and TL	0.09	3.03	0.37	0.69	1.87	1.66	0.80	12.28	1.39	2.53	0.36	0.73	25.80
Norm., All Levels, All Causes, Credit for Step R	1.78	2.94	4.49	3.25	5.11	13.93	6.80	20.84	10.14	8.04	2.82	4.32	84.46
Norm. W/O PD, TL, and Credit for Step Rest.	1.63	2.83	3.94	2.96	4.48	13.43	6.48	19.97	8.89	6.96	2.41	3.34	77.33
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	2.18	13.95	4.11	5.39	2.41	8.39	4.95	6.49	5.98	3.99	3.19	1.05	62.08
Normalized All Level, All Causes	2.21	17.15	4.12	6.11	1.86	8.58	5.29	8.13	6.74	4.68	3.21	1.09	69.18
Normalized Transmission Level Only(Incl PD)	0.98	1.70	0.00	0.00	0.56	1.50	0.00	1.11	0.00	1.57	2.06	0.00	9.47
Normalized Dist. Public Damage Cause Only	0.04	3.97	0.03	1.68	0.10	0.05	0.18	0.45	0.02	0.80	0.03	0.00	7.35
Normalized W/O PD and TL	1.19	11.49	4.10	4.44	1.21	7.03	5.11	6.57	6.72	2.31	1.12	1.09	52.37
Stepped Restoration All Level, All Cause	0.03	3.20	0.01	0.72	0.38	0.19	0.35	1.64	0.76	0.69	0.02	0.04	8.03
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	3.01	0.00	0.08	0.01	0.00	0.00	0.00	0.00	0.51	0.00	0.00	3.62
Stepped Restoration W/O PD and TL	0.03	0.19	0.01	0.64	0.37	0.19	0.35	1.64	0.76	0.18	0.02	0.04	4.41
Norm., All Levels, All Causes, Credit for Step R	2.18	13.95	4.11	5.39	1.49	8.39	4.95	6.49	5.98	3.99	3.19	1.05	61.15
Norm. W/O PD, TL, and Credit for Step Rest.	1.16	11.30	4.09	3.80	0.84	6.84	4.76	4.93	5.96	2.13	1.10	1.05	47.96
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	5.56	1.58	4.34	12.18	6.50	3.60	6.60	6.70	4.40	5.44	3.02	13.19	73.10
Normalized All Level, All Causes	5.56	1.67	7.76	20.00	2.78	3.61	7.15	7.07	5.00	7.61	6.65	13.26	88.12
Normalized Transmission Level Only(Incl PD)	0.00	0.00	0.00	1.02	0.00	0.16	0.00	0.71	0.80	0.00	0.00	9.69	12.38
Normalized Dist. Public Damage Cause Only	0.08	0.00	0.16	0.10	0.08	0.61	1.14	0.65	1.10	0.45	4.62	0.27	9.26
Normalized W/O PD and TL	5.48	1.67	7.60	18.87	2.70	2.84	6.01	5.71	3.11	7.16	2.03	3.30	66.48
Stepped Restoration All Level, All Cause	0.00	0.10	3.42	7.82	0.02	0.01	0.55	0.37	0.61	2.17	3.63	0.06	18.76
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.15	0.02	0.00	3.59	0.00	3.79
Stepped Restoration W/O PD and TL	0.00	0.10	3.40	7.82	0.02	0.01	0.55	0.22	0.58	2.17	0.04	0.06	14.96
Norm., All Levels, All Causes, Credit for Step R	5.56	1.58	4.34	12.18	2.76	3.60	6.60	6.70	4.40	5.44	3.02	13.19	69.36
Norm. W/O PD, TL, and Credit for Step Rest.	5.48	1.58	4.19	11.05	2.68	2.84	5.46	5.49	2.52	4.99	2.00	3.24	51.52

SAIFI
Normalization: Xcel Energy Method
Customer Count: Customer Bill

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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.03	0.05	0.05	0.07	0.14	0.06	0.10	0.07	0.08	0.04	0.04	0.76
Normalized All Level, All Causes	0.03	0.03	0.05	0.05	0.05	0.14	0.06	0.10	0.06	0.08	0.04	0.04	0.73
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.02	0.00	0.00	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.01	0.01	0.06
Normalized W/O PD and TL	0.02	0.03	0.04	0.04	0.05	0.13	0.06	0.09	0.05	0.05	0.03	0.03	0.62
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.01	0.02	0.05	0.02	0.09	0.16	0.06	0.10	0.06	0.10	0.05	0.02	0.76
Normalized All Level, All Causes	0.01	0.02	0.05	0.02	0.06	0.16	0.06	0.10	0.04	0.10	0.05	0.02	0.71
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.01	0.01	0.06
Normalized W/O PD and TL	0.01	0.02	0.04	0.02	0.06	0.16	0.06	0.10	0.03	0.05	0.04	0.01	0.60
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.03	0.06	0.05	0.07	0.15	0.06	0.12	0.08	0.07	0.03	0.05	0.81
Normalized All Level, All Causes	0.03	0.03	0.06	0.05	0.05	0.15	0.06	0.12	0.08	0.07	0.03	0.05	0.79
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.01	0.01	0.00	0.00	0.00	0.02	0.01	0.01	0.01	0.07
Normalized W/O PD and TL	0.03	0.03	0.05	0.04	0.05	0.14	0.06	0.11	0.07	0.06	0.03	0.04	0.71
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.07	0.03	0.05	0.05	0.10	0.04	0.08	0.05	0.05	0.07	0.01	0.65
Normalized All Level, All Causes	0.03	0.07	0.03	0.05	0.04	0.10	0.04	0.08	0.05	0.05	0.07	0.01	0.64
Normalized Transmission Level Only(Inc PD)	0.03	0.02	0.00	0.00	0.03	0.02	0.00	0.04	0.00	0.02	0.03	0.00	0.19
Normalized Dist. Public Damage Cause Only	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03
Normalized W/O PD and TL	0.01	0.03	0.03	0.05	0.01	0.08	0.04	0.04	0.05	0.02	0.04	0.01	0.41
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.04	0.02	0.03	0.14	0.05	0.04	0.06	0.08	0.03	0.04	0.04	0.09	0.66
Normalized All Level, All Causes	0.04	0.02	0.03	0.14	0.02	0.04	0.06	0.08	0.03	0.04	0.04	0.09	0.63
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.02	0.02	0.00	0.00	0.05	0.10
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00	0.04
Normalized W/O PD and TL	0.04	0.02	0.03	0.13	0.02	0.03	0.05	0.06	0.02	0.04	0.03	0.04	0.50

CAIDI
Normalization: Xcel Energy Method
Customer Count: Customer Bill

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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	76.91	114.96	82.26	84.44	91.62	90.57	113.79	144.67	129.60	112.39	72.95	101.61
Normalized All Level, All Causes	80.39	173.32	115.82	112.45	125.56	144.44	128.40	211.55	152.11	134.85	101.17	155.05
Normalized Transmission Level Only(Inc PD)	38.37	79.60	0.00	68.46	16.98	94.74	0.00	62.88	53.02	136.54	63.00	212.10
Normalized Dist. Public Damage Cause Only	83.90	247.99	178.00	111.09	422.38	120.92	164.48	176.67	191.83	105.93	117.63	352.76
Normalized W/O PD and TL	84.95	179.45	101.47	114.18	113.27	146.50	125.82	225.91	147.25	138.20	101.03	94.35
Norm. All Levels, All Causes, and Credit for Step Rest.	76.91	114.96	82.26	84.44	84.77	90.57	113.79	144.67	127.69	112.39	72.95	101.61
Norm. W/O PD, TL, and Credit for Step Rest.	82.31	122.37	84.65	84.94	87.49	90.91	110.31	152.29	128.45	106.35	75.86	82.15

Metro East	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	70.89	88.41	80.24	115.27	81.48	87.48	114.99	120.36	148.80	117.11	74.18	113.55
Normalized All Level, All Causes	74.51	90.97	138.09	121.24	89.94	207.93	133.75	149.48	199.27	123.71	114.42	337.81
Normalized Transmission Level Only(Inc PD)	0.00	87.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	145.79	0.00	0.00
Normalized Dist. Public Damage Cause Only	78.33	137.17	265.09	72.17	109.67	157.31	217.04	179.50	561.46	248.65	54.24	635.41
Normalized W/O PD and TL	73.38	90.47	90.93	123.18	89.62	208.43	126.63	149.33	129.79	98.95	131.56	114.68
Norm. All Levels, All Causes, and Credit for Step Rest.	70.89	88.41	80.24	115.27	77.18	87.48	114.99	120.36	148.48	117.11	74.18	113.55
Norm. W/O PD, TL, and Credit for Step Rest.	70.48	87.37	75.34	117.05	76.67	86.79	106.29	120.11	117.40	87.44	82.32	110.81

Metro West	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	63.08	101.18	72.26	71.53	100.85	93.75	112.27	175.30	121.29	108.45	82.63	80.61
Normalized All Level, All Causes	68.23	210.06	86.68	90.87	166.33	106.72	125.79	278.80	138.79	142.61	93.24	100.49
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	141.72	0.00	106.00	0.00	0.00	0.00	0.00
Normalized Dist. Public Damage Cause Only	83.64	415.22	99.60	76.84	467.34	101.22	144.39	126.99	84.11	84.77	68.26	140.02
Normalized W/O PD and TL	66.72	205.80	83.95	93.06	131.47	105.87	125.05	291.58	151.50	154.51	98.60	92.13
Norm. All Levels, All Causes, and Credit for Step Rest.	63.08	101.18	72.26	71.53	94.76	93.75	112.27	175.30	121.29	108.45	82.63	80.61
Norm. W/O PD, TL, and Credit for Step Rest.	63.33	99.35	76.80	75.38	92.74	94.24	111.25	180.54	131.06	113.32	85.79	75.52

Northwest	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	64.24	188.60	140.83	98.97	47.14	81.16	112.31	81.96	124.97	87.49	45.30	87.30
Normalized All Level, All Causes	65.11	231.85	141.25	112.24	42.46	83.00	120.15	102.70	140.85	102.73	45.52	90.62
Normalized Transmission Level Only(Inc PD)	38.37	75.47	0.00	0.00	16.98	71.76	0.00	29.45	0.00	69.82	63.00	0.00
Normalized Dist. Public Damage Cause Only	177.34	231.62	131.95	374.59	174.37	170.71	61.38	256.43	153.77	244.25	155.96	65.00
Normalized W/O PD and TL	144.19	334.13	141.31	88.76	114.58	85.55	124.46	165.23	140.82	116.65	29.74	90.66
Norm. All Levels, All Causes, and Credit for Step Rest.	64.24	188.60	140.83	98.97	33.86	81.16	112.31	81.96	124.97	87.49	45.30	87.30
Norm. W/O PD, TL, and Credit for Step Rest.	140.62	328.61	140.88	75.96	79.68	83.23	116.05	123.95	124.90	107.59	29.32	87.33

Southeast	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	138.08	66.11	129.84	85.48	128.45	100.64	118.06	86.61	127.58	135.38	75.15	151.73
Normalized All Level, All Causes	138.08	70.19	232.27	140.36	142.27	100.97	127.87	91.44	145.16	189.35	165.44	152.47
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.46	0.00	28.38	0.00	44.00	53.02	0.00	0.00	212.10
Normalized Dist. Public Damage Cause Only	175.09	0.00	154.07	74.74	236.12	122.15	126.56	189.44	304.23	205.48	656.95	144.52
Normalized W/O PD and TL	137.68	70.19	234.77	149.59	140.65	113.10	128.12	98.81	196.45	188.41	61.32	83.73
Norm. All Levels, All Causes, and Credit for Step Rest.	138.08	66.11	129.84	85.48	141.46	100.64	118.06	86.61	127.58	135.38	75.15	151.73
Norm. W/O PD, TL, and Credit for Step Rest.	137.68	66.11	129.58	87.61	139.83	112.82	116.43	94.99	159.67	131.36	60.17	82.09

CAIDI
Normalization: Xcel Energy Method
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	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD
	January	February	March	April	May	June	July	August	September	October	November	December
Minnesota												
With Storms, All Levels & Causes, Credit for Step Rest	76.91	97.89	90.37	88.58	89.55	89.93	93.26	103.28	106.19	106.88	104.76	104.58
Normalized All Level, All Causes	80.39	131.63	124.02	120.53	121.78	130.78	130.43	146.92	147.47	145.99	143.08	143.79
Normalized Transmission Level Only(Inc PD)	38.37	62.26	62.26	63.56	49.58	62.92	62.92	62.91	62.30	92.94	90.91	102.15
Normalized Dist. Public Damage Cause Only	83.90	161.44	172.86	160.20	198.08	190.90	187.05	186.66	188.00	175.39	167.08	191.74
Normalized W/O PD and TL	84.95	137.44	120.20	118.28	116.98	129.53	128.96	148.82	148.67	147.71	145.01	142.51
Norm. All Levels, All Causes, and Credit for Step Rest.	76.91	97.89	90.37	88.58	87.63	88.80	92.47	103.08	105.69	106.47	104.29	104.13
Norm. W/O PD, TL, and Credit for Step Rest.	82.31	104.56	95.02	91.79	90.68	90.78	93.77	105.76	107.95	107.80	105.95	104.78
Metro East												
With Storms, All Levels & Causes, Credit for Step Rest	70.89	81.91	80.95	86.67	84.36	85.77	90.16	95.77	100.94	103.27	101.10	101.50
Normalized All Level, All Causes	74.51	84.87	115.31	116.30	106.82	156.26	152.65	152.03	155.45	150.56	147.69	154.25
Normalized Transmission Level Only(Inc PD)	0.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	141.57	141.57	141.57
Normalized Dist. Public Damage Cause Only	78.33	86.55	226.79	221.04	215.59	211.17	212.29	211.67	277.68	276.60	218.69	295.66
Normalized W/O PD and TL	73.38	84.42	87.98	95.07	92.84	153.31	149.05	149.10	147.84	143.49	142.63	141.98
Norm. All Levels, All Causes, and Credit for Step Rest.	70.89	81.91	80.95	86.67	83.26	85.32	90.08	96.01	99.82	102.48	100.23	100.69
Norm. W/O PD, TL, and Credit for Step Rest.	70.48	81.39	78.08	85.93	82.13	84.57	88.04	94.70	96.18	95.40	94.46	94.84
Metro West												
With Storms, All Levels & Causes, Credit for Step Rest	63.08	82.39	77.11	75.58	83.37	87.36	90.73	108.48	110.13	109.96	108.73	106.87
Normalized All Level, All Causes	68.23	140.12	112.30	106.40	121.17	115.33	116.81	152.03	150.27	149.47	146.87	143.73
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	141.72	141.72	118.09	118.09	118.09	118.09	118.09
Normalized Dist. Public Damage Cause Only	83.64	146.80	110.09	99.93	179.99	173.52	171.29	170.17	141.23	129.23	123.62	125.67
Normalized W/O PD and TL	66.72	139.73	112.59	107.30	113.35	110.17	112.37	151.67	151.65	151.93	149.66	146.06
Norm. All Levels, All Causes, and Credit for Step Rest.	63.08	82.39	77.11	75.58	80.31	85.74	89.50	108.15	109.90	109.74	108.49	106.60
Norm. W/O PD, TL, and Credit for Step Rest.	63.33	82.24	79.59	78.45	82.03	87.21	90.77	110.46	112.90	112.94	111.79	109.51
Northwest												
With Storms, All Levels & Causes, Credit for Step Rest	64.24	149.50	147.65	133.81	115.55	105.28	106.07	102.01	104.13	102.78	96.38	96.21
Normalized All Level, All Causes	65.11	179.43	171.29	154.50	133.61	118.17	118.40	115.71	118.07	116.81	108.78	108.44
Normalized Transmission Level Only(Inc PD)	38.37	55.77	55.77	55.77	40.01	46.54	46.54	41.92	41.92	45.80	48.69	48.69
Normalized Dist. Public Damage Cause Only	177.34	230.83	229.76	259.16	257.04	255.92	233.33	234.79	234.46	235.50	234.97	234.87
Normalized W/O PD and TL	144.19	297.42	234.20	174.42	169.64	137.41	135.33	139.36	139.56	138.31	128.11	127.02
Norm. All Levels, All Causes, and Credit for Step Rest.	64.24	149.50	147.65	133.81	115.17	104.80	105.66	101.60	103.80	102.46	96.02	95.86
Norm. W/O PD, TL, and Credit for Step Rest.	140.62	292.28	230.97	167.25	160.26	130.74	128.38	127.78	127.38	126.30	117.19	116.32
Southeast												
With Storms, All Levels & Causes, Credit for Step Rest	138.08	111.32	117.66	98.55	103.76	103.42	105.56	102.37	104.13	106.48	104.29	110.52
Normalized All Level, All Causes	138.08	112.84	153.75	145.80	145.53	140.13	138.18	129.74	130.89	135.56	137.77	139.80
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.46	68.46	57.44	57.44	51.54	51.97	51.97	51.97	127.08
Normalized Dist. Public Damage Cause Only	175.09	175.09	160.31	118.74	130.92	125.57	126.09	136.63	161.57	165.22	268.33	261.88
Normalized W/O PD and TL	137.68	112.41	153.64	151.34	150.49	146.97	144.15	137.08	139.51	143.88	137.91	133.62
Norm. All Levels, All Causes, and Credit for Step Rest.	138.08	111.32	117.66	98.55	101.78	101.64	104.25	101.07	103.04	105.63	103.37	110.04
Norm. W/O PD, TL, and Credit for Step Rest.	137.68	110.88	117.18	100.39	103.52	104.40	106.20	104.45	106.71	108.91	105.39	103.54

SAIDI
Normalization: IEEE Method
Customer Count: Premise

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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	1.84	3.96	3.97	4.36	6.95	12.96	6.68	16.16	8.65	8.42	3.14	4.07	81.16
Normalized All Level, All Causes	1.91	6.05	5.86	5.85	9.25	19.42	7.37	22.22	10.03	10.22	4.40	5.71	108.29
Normalized Transmission Level Only(Inc PD)	0.11	0.31	0.00	0.13	0.17	0.51	0.00	0.58	0.10	2.15	0.22	1.21	5.50
Normalized Dist. Public Damage Cause Only	0.21	0.65	1.96	0.50	0.42	0.31	0.72	0.23	1.80	0.63	0.77	2.07	10.26
Normalized W/O PD and TL	1.59	5.09	3.90	5.22	8.66	18.60	6.65	21.41	8.13	7.44	3.41	2.43	92.54
Stepped Restoration All Level, All Cause	0.07	2.09	1.88	1.49	2.30	6.46	0.69	6.07	1.38	1.81	1.26	1.64	27.13
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.15
Stepped Rest. Dist. Pub. Dam. Cause Only	0.03	0.45	1.18	0.13	0.18	0.01	0.01	0.04	0.58	0.02	0.43	1.42	4.46
Stepped Restoration W/O PD and TL	0.04	1.64	0.70	1.36	2.12	6.30	0.68	6.03	0.80	1.79	0.84	0.23	22.53
Norm., All Levels, All Causes, Credit for Step R	1.84	3.96	3.97	4.36	6.95	12.96	6.68	16.16	8.65	8.42	3.14	4.07	81.16
Norm. W/O PD, TL, and Credit for Step Rest.	1.55	3.45	3.19	3.86	6.53	12.31	5.97	15.39	7.33	5.65	2.58	2.21	70.02
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	0.95	2.37	3.82	2.07	7.43	14.29	7.66	11.65	8.34	10.28	3.95	1.88	74.70
Normalized All Level, All Causes	0.99	2.41	7.00	2.21	8.03	30.61	9.00	14.17	10.53	10.82	6.12	5.77	107.66
Normalized Transmission Level Only(Inc PD)	0.00	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.92	0.00	0.00	6.30
Normalized Dist. Public Damage Cause Only	0.29	0.04	4.11	0.06	0.13	0.31	1.32	0.11	3.32	0.10	0.50	4.64	14.93
Normalized W/O PD and TL	0.71	1.99	2.89	2.14	7.90	30.31	7.68	14.06	7.21	4.79	5.62	1.13	86.43
Stepped Restoration All Level, All Cause	0.05	0.03	3.18	0.13	0.60	16.33	1.33	2.52	2.19	0.54	2.17	3.89	32.96
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.02	0.00	2.73	0.00	0.00	0.00	0.00	0.01	1.67	0.01	0.03	3.86	8.34
Stepped Restoration W/O PD and TL	0.02	0.03	0.46	0.13	0.60	16.33	1.33	2.51	0.51	0.53	2.14	0.03	24.62
Norm., All Levels, All Causes, Credit for Step R	0.95	2.37	3.82	2.07	7.43	14.29	7.66	11.65	8.34	10.28	3.95	1.88	74.70
Norm. W/O PD, TL, and Credit for Step Rest.	0.68	1.96	2.44	2.01	7.30	13.98	6.34	11.55	6.69	4.27	3.48	1.10	61.80
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	1.87	3.42	3.93	3.63	7.61	15.18	6.45	24.13	10.39	8.58	2.45	3.84	91.47
Normalized All Level, All Causes	1.98	7.13	4.77	4.40	11.99	17.39	6.84	35.39	11.49	11.53	2.72	4.57	120.19
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.70	0.00	0.83	0.00	0.00	0.00	0.00	1.54
Normalized Dist. Public Damage Cause Only	0.22	0.30	1.26	0.57	0.79	0.26	0.25	0.11	1.21	1.15	0.13	1.09	7.34
Normalized W/O PD and TL	1.76	6.83	3.50	3.83	11.20	16.42	6.59	34.44	10.28	10.37	2.59	3.48	111.31
Stepped Restoration All Level, All Cause	0.11	3.71	0.84	0.77	4.38	2.21	0.39	11.26	1.09	2.95	0.26	0.74	28.72
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.34	0.00	0.00	0.00	0.00	0.00	0.00	0.34
Stepped Rest. Dist. Pub. Dam. Cause Only	0.05	0.16	0.60	0.26	0.39	0.02	0.02	0.03	0.04	0.00	0.00	0.29	1.86
Stepped Restoration W/O PD and TL	0.06	3.55	0.24	0.51	4.00	1.85	0.37	11.23	1.05	2.95	0.26	0.45	26.52
Norm., All Levels, All Causes, Credit for Step R	1.87	3.42	3.93	3.63	7.61	15.18	6.45	24.13	10.39	8.58	2.45	3.84	91.47
Norm. W/O PD, TL, and Credit for Step Rest.	1.70	3.28	3.26	3.31	7.21	14.57	6.22	23.22	9.23	7.42	2.33	3.04	84.79
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	2.44	14.09	3.69	5.20	2.60	9.08	4.71	5.73	6.40	4.53	3.35	1.16	62.98
Normalized All Level, All Causes	2.47	17.96	3.71	6.02	3.08	9.31	5.03	6.81	7.19	4.87	3.37	1.21	71.03
Normalized Transmission Level Only(Inc PD)	1.08	1.84	0.00	0.00	0.60	1.67	0.00	1.17	0.00	1.72	2.15	0.00	10.22
Normalized Dist. Public Damage Cause Only	0.05	4.85	0.03	2.05	0.12	0.06	0.12	0.49	0.02	0.36	0.04	0.00	8.18
Normalized W/O PD and TL	1.34	11.27	3.68	3.97	2.35	7.58	4.92	5.16	7.17	2.80	1.19	1.21	52.62
Stepped Restoration All Level, All Cause	0.03	3.87	0.02	0.82	0.48	0.23	0.33	1.08	0.79	0.34	0.02	0.05	8.05
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	3.68	0.00	0.10	0.01	0.00	0.00	0.00	0.00	0.12	0.00	0.00	3.91
Stepped Restoration W/O PD and TL	0.03	0.19	0.02	0.72	0.47	0.23	0.33	1.08	0.79	0.22	0.02	0.05	4.15
Norm., All Levels, All Causes, Credit for Step R	2.44	14.09	3.69	5.20	2.60	9.08	4.71	5.73	6.40	4.53	3.35	1.16	62.98
Norm. W/O PD, TL, and Credit for Step Rest.	1.31	11.07	3.66	3.26	1.89	7.35	4.59	4.08	6.37	2.57	1.17	1.16	48.47
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for Str	3.79	1.62	4.87	13.18	6.85	3.81	6.48	7.26	4.71	5.85	3.30	14.02	75.74
Normalized All Level, All Causes	3.79	1.74	8.73	22.05	7.53	3.82	6.83	7.70	5.39	8.16	6.97	14.09	96.80
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	1.11	0.94	0.18	0.00	0.77	0.87	0.00	0.00	10.61	14.48
Normalized Dist. Public Damage Cause Only	0.09	0.00	0.15	0.13	0.09	0.70	1.32	0.77	1.27	0.38	4.75	0.30	9.94
Normalized W/O PD and TL	3.71	1.74	8.58	20.82	6.50	2.94	5.50	6.16	3.25	7.78	2.22	3.18	72.37
Stepped Restoration All Level, All Cause	0.00	0.12	3.86	8.87	0.68	0.01	0.34	0.44	0.68	2.31	3.67	0.07	21.06
Stepped Rest. Trans Level Only(Incl PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	0.00	0.01	0.00	0.00	0.01	0.00	0.18	0.03	0.00	3.63	0.00	3.84
Stepped Restoration W/O PD and TL	0.00	0.12	3.85	8.87	0.68	0.01	0.34	0.26	0.66	2.31	0.04	0.07	17.22
Norm., All Levels, All Causes, Credit for Step R	3.79	1.62	4.87	13.18	6.85	3.81	6.48	7.26	4.71	5.85	3.30	14.02	75.74
Norm. W/O PD, TL, and Credit for Step Rest.	3.71	1.62	4.72	11.95	5.82	2.93	5.16	5.90	2.59	5.48	2.18	3.10	55.15

SAIFI
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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.02	0.03	0.05	0.05	0.07	0.14	0.06	0.11	0.07	0.08	0.04	0.04	0.77
Normalized All Level, All Causes	0.02	0.03	0.05	0.05	0.07	0.14	0.06	0.11	0.07	0.08	0.04	0.04	0.77
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.02	0.00	0.01	0.06
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.01	0.01	0.06
Normalized W/O PD and TL	0.02	0.03	0.04	0.05	0.07	0.13	0.06	0.10	0.06	0.05	0.03	0.03	0.66
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.01	0.03	0.05	0.02	0.09	0.16	0.07	0.09	0.05	0.09	0.05	0.02	0.73
Normalized All Level, All Causes	0.01	0.03	0.05	0.02	0.09	0.16	0.07	0.09	0.05	0.09	0.05	0.02	0.73
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.04	0.00	0.00	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.01	0.01	0.05
Normalized W/O PD and TL	0.01	0.02	0.03	0.02	0.09	0.16	0.06	0.09	0.05	0.05	0.04	0.01	0.63
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.03	0.06	0.05	0.07	0.16	0.06	0.13	0.09	0.08	0.03	0.05	0.84
Normalized All Level, All Causes	0.03	0.03	0.06	0.05	0.07	0.16	0.06	0.13	0.09	0.08	0.03	0.05	0.84
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.01	0.07
Normalized W/O PD and TL	0.02	0.03	0.05	0.04	0.07	0.16	0.06	0.12	0.07	0.07	0.03	0.04	0.76
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.04	0.08	0.03	0.05	0.06	0.11	0.04	0.07	0.05	0.05	0.07	0.01	0.67
Normalized All Level, All Causes	0.04	0.08	0.03	0.05	0.06	0.11	0.04	0.07	0.05	0.05	0.07	0.01	0.67
Normalized Transmission Level Only(Inc PD)	0.03	0.02	0.00	0.00	0.04	0.02	0.00	0.04	0.00	0.02	0.03	0.00	0.21
Normalized Dist. Public Damage Cause Only	0.00	0.02	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03
Normalized W/O PD and TL	0.01	0.03	0.03	0.04	0.02	0.09	0.04	0.03	0.05	0.02	0.04	0.01	0.42
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.02	0.04	0.15	0.05	0.04	0.06	0.08	0.04	0.04	0.04	0.09	0.69
Normalized All Level, All Causes	0.03	0.02	0.04	0.15	0.05	0.04	0.06	0.08	0.04	0.04	0.04	0.09	0.69
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.02	0.01	0.01	0.00	0.02	0.02	0.00	0.00	0.05	0.11
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00	0.04
Normalized W/O PD and TL	0.03	0.02	0.04	0.14	0.04	0.03	0.05	0.06	0.02	0.04	0.04	0.04	0.53

CAIDI
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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	79.94	115.23	79.57	84.83	95.27	90.96	107.34	150.50	130.68	108.36	72.38	103.21
Normalized All Level, All Causes	82.92	176.09	117.24	113.76	126.76	136.31	118.47	207.00	151.54	131.62	101.49	144.87
Normalized Transmission Level Only(Inc PD)	38.37	78.98	0.00	68.05	37.69	97.92	0.00	60.24	52.82	132.35	63.00	208.82
Normalized Dist. Public Damage Cause Only	81.00	247.17	179.95	125.45	232.70	130.38	169.31	177.14	218.93	97.99	146.09	336.10
Normalized W/O PD and TL	90.52	183.33	99.76	114.59	129.88	137.89	114.75	222.12	145.00	135.35	98.61	88.48
Norm. All Levels, All Causes, and Credit for Step Rest.	79.94	115.23	79.57	84.83	95.27	90.96	107.34	150.50	130.68	108.36	72.38	103.21
Norm. W/O PD, TL, and Credit for Step Rest.	88.29	124.26	81.77	84.72	98.03	91.22	102.99	159.60	130.72	102.78	74.43	80.26

Metro East	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	81.50	88.54	78.99	113.04	83.57	89.05	113.14	123.97	152.38	110.34	76.35	104.44
Normalized All Level, All Causes	85.48	89.81	144.73	120.24	90.29	190.82	132.84	150.74	192.31	116.09	118.42	320.61
Normalized Transmission Level Only(Inc PD)	0.00	87.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	144.11	0.00	0.00
Normalized Dist. Public Damage Cause Only	79.89	86.02	281.65	75.33	110.31	150.06	219.08	175.74	619.13	113.63	48.11	601.59
Normalized W/O PD and TL	87.97	90.44	85.59	122.44	90.02	191.35	124.39	150.57	145.94	93.63	135.93	109.88
Norm. All Levels, All Causes, and Credit for Step Rest.	81.50	88.54	78.99	113.04	83.57	89.05	113.14	123.97	152.38	110.34	76.35	104.44
Norm. W/O PD, TL, and Credit for Step Rest.	85.24	88.89	72.11	114.99	83.22	88.26	102.79	123.70	135.55	83.37	84.14	106.79

Metro West	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	70.40	105.47	66.22	72.17	108.27	93.70	100.86	183.18	121.83	105.18	80.40	78.92
Normalized All Level, All Causes	74.57	220.00	80.43	87.50	170.60	107.35	106.94	268.66	134.66	141.40	88.93	94.11
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	148.85	0.00	106.00	0.00	0.00	0.00	0.00
Normalized Dist. Public Damage Cause Only	75.89	431.44	96.57	86.21	272.15	121.10	126.90	123.73	91.47	88.81	59.46	145.44
Normalized W/O PD and TL	74.41	215.36	75.85	87.70	166.22	105.89	106.30	280.12	142.57	151.38	91.13	84.77
Norm. All Levels, All Causes, and Credit for Step Rest.	70.40	105.47	66.22	72.17	108.27	93.70	100.86	183.18	121.83	105.18	80.40	78.92
Norm. W/O PD, TL, and Credit for Step Rest.	71.71	103.48	70.60	75.92	106.94	93.97	100.38	188.82	127.97	108.29	82.07	73.87

Northwest	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	64.52	174.90	128.80	103.71	46.82	80.08	110.98	80.65	124.16	90.16	45.96	84.49
Normalized All Level, All Causes	65.32	222.93	129.34	120.05	55.40	82.08	118.69	95.85	139.56	96.97	46.23	88.20
Normalized Transmission Level Only(Inc PD)	38.37	74.45	0.00	0.00	16.99	73.25	0.00	28.94	0.00	69.15	63.00	0.00
Normalized Dist. Public Damage Cause Only	169.56	231.86	132.58	374.99	174.25	162.24	93.94	258.64	153.77	264.36	154.95	65.00
Normalized W/O PD and TL	142.93	323.04	129.32	88.87	121.44	83.98	119.43	178.59	139.52	116.22	30.75	88.24
Norm. All Levels, All Causes, and Credit for Step Rest.	64.52	174.90	128.80	103.71	46.82	80.08	110.98	80.65	124.16	90.16	45.96	84.49
Norm. W/O PD, TL, and Credit for Step Rest.	139.71	317.50	128.77	72.82	97.38	81.47	111.50	141.17	124.08	106.88	30.24	84.52

Southeast	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	130.67	71.50	132.06	85.77	130.66	97.60	113.43	87.59	125.57	139.62	76.33	157.26
Normalized All Level, All Causes	130.67	76.65	236.81	143.49	143.62	97.96	119.42	92.86	143.80	194.77	161.24	158.09
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.05	127.00	28.61	0.00	44.00	52.82	0.00	0.00	208.82
Normalized Dist. Public Damage Cause Only	172.75	0.00	157.34	74.74	241.21	121.95	125.61	189.91	307.48	245.20	644.57	154.05
Normalized W/O PD and TL	129.91	76.65	238.95	153.40	145.55	109.33	118.02	100.40	193.08	192.86	61.91	87.41
Norm. All Levels, All Causes, and Credit for Step Rest.	130.67	71.50	132.06	85.77	130.66	97.60	113.43	87.59	125.57	139.62	76.33	157.26
Norm. W/O PD, TL, and Credit for Step Rest.	129.91	71.50	131.56	88.03	130.33	109.01	110.67	96.14	154.10	135.64	60.70	85.37

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	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD
	January	February	March	April	May	June	July	August	September	October	November	December
Minnesota												
With Storms, All Levels & Causes, Credit for Step Rest	79.94	101.08	91.07	89.05	91.01	90.99	93.32	104.61	107.44	107.54	105.46	105.34
Normalized All Level, All Causes	82.92	138.71	128.72	123.87	124.78	129.17	127.64	143.31	144.20	142.78	140.33	140.56
Normalized Transmission Level Only(Inc PD)	38.37	61.92	61.92	63.22	54.55	66.79	66.79	64.54	63.80	87.90	86.15	98.96
Normalized Dist. Public Damage Cause Only	81.00	164.73	175.04	165.16	170.76	166.84	167.21	167.63	178.72	166.98	164.77	183.67
Normalized W/O PD and TL	90.52	147.38	125.34	121.57	124.39	129.88	127.63	146.38	146.23	145.23	142.68	140.42
Norm. All Levels, All Causes, and Credit for Step Rest.	79.94	101.08	91.07	89.05	91.01	90.99	93.32	104.61	107.44	107.54	105.46	105.34
Norm. W/O PD, TL, and Credit for Step Rest.	88.29	110.33	97.11	92.77	94.55	93.20	94.65	107.54	109.94	109.28	107.37	106.24
Metro East												
With Storms, All Levels & Causes, Credit for Step Rest	81.50	86.41	82.28	87.65	85.78	87.26	91.41	97.34	102.62	103.70	101.73	101.79
Normalized All Level, All Causes	85.48	88.50	119.86	119.92	106.34	144.58	142.69	144.16	148.78	144.19	142.33	146.70
Normalized Transmission Level Only(Inc PD)	0.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	138.67	138.67	138.67
Normalized Dist. Public Damage Cause Only	79.89	80.60	238.14	230.98	224.14	217.47	217.81	216.89	278.99	274.84	223.99	278.27
Normalized W/O PD and TL	87.97	89.78	87.56	95.07	92.45	140.28	137.76	140.24	140.77	136.63	136.59	136.15
Norm. All Levels, All Causes, and Credit for Step Rest.	81.50	86.41	82.28	87.65	85.78	87.26	91.41	97.34	102.62	103.70	101.73	101.79
Norm. W/O PD, TL, and Credit for Step Rest.	85.24	87.92	79.55	87.17	85.12	86.64	89.20	95.87	99.56	98.14	97.21	97.36
Metro West												
With Storms, All Levels & Causes, Credit for Step Rest	70.40	89.66	77.91	76.20	85.64	88.90	90.55	111.00	112.36	111.59	110.39	108.57
Normalized All Level, All Causes	74.57	154.45	117.34	108.45	126.75	118.91	117.26	150.69	148.69	147.91	145.64	142.67
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	148.85	148.85	122.07	122.07	122.07	122.07	122.07
Normalized Dist. Public Damage Cause Only	75.89	144.98	106.96	101.09	120.12	120.20	120.64	120.73	112.04	106.77	105.09	109.59
Normalized W/O PD and TL	74.41	155.06	119.05	109.62	127.56	118.42	116.67	153.04	151.83	151.78	149.40	145.91
Norm. All Levels, All Causes, and Credit for Step Rest.	70.40	89.66	77.91	76.20	85.64	88.90	90.55	111.00	112.36	111.59	110.39	108.57
Norm. W/O PD, TL, and Credit for Step Rest.	71.71	89.89	81.12	79.56	88.23	90.65	92.06	113.58	115.24	114.55	113.28	111.15
Northwest												
With Storms, All Levels & Causes, Credit for Step Rest	64.52	139.66	137.54	128.93	110.88	101.34	102.34	99.12	101.55	100.57	94.48	94.28
Normalized All Level, All Causes	65.32	172.61	164.17	152.94	131.50	116.19	116.45	113.40	115.93	114.29	106.71	106.33
Normalized Transmission Level Only(Inc PD)	38.37	55.27	55.27	55.27	39.90	46.74	46.74	42.00	42.00	45.82	48.61	48.61
Normalized Dist. Public Damage Cause Only	169.56	231.05	230.08	259.58	257.39	256.14	249.24	249.81	249.37	250.00	249.29	249.17
Normalized W/O PD and TL	142.93	284.83	224.00	172.54	165.31	132.97	130.90	135.53	136.12	134.83	125.06	123.87
Norm. All Levels, All Causes, and Credit for Step Rest.	64.52	139.66	137.54	128.93	110.88	101.34	102.34	99.12	101.55	100.57	94.48	94.28
Norm. W/O PD, TL, and Credit for Step Rest.	139.71	279.78	220.71	164.39	154.91	125.71	123.53	125.24	125.07	123.90	115.10	114.12
Southeast												
With Storms, All Levels & Causes, Credit for Step Rest	130.67	104.71	116.09	96.86	102.87	102.25	103.89	101.04	102.83	105.62	103.50	110.49
Normalized All Level, All Causes	130.67	106.97	160.98	149.89	148.77	142.83	139.41	131.26	132.18	136.92	138.68	141.21
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.05	86.50	74.19	74.19	63.08	60.43	60.43	60.43	126.06
Normalized Dist. Public Damage Cause Only	172.75	172.75	162.72	115.58	128.87	124.62	125.15	136.13	161.32	165.67	261.21	255.84
Normalized W/O PD and TL	129.91	106.30	160.95	156.35	154.55	150.42	145.99	139.03	141.20	145.74	139.67	136.10
Norm. All Levels, All Causes, and Credit for Step Rest.	130.67	104.71	116.09	96.86	102.87	102.25	103.89	101.04	102.83	105.62	103.50	110.49
Norm. W/O PD, TL, and Credit for Step Rest.	129.91	104.02	115.37	98.72	103.99	104.45	105.30	103.91	105.92	108.53	105.07	103.72

SAIDI
Normalization: IEEE Method
Customer Count: Customer Bill

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Attachment B

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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for S	1.96	3.60	4.34	4.00	6.77	12.46	6.78	14.99	8.57	8.49	3.28	4.42	79.66
Normalized All Level, All Causes	2.05	5.43	6.11	5.33	9.59	19.87	7.65	21.92	10.06	10.18	4.55	6.74	109.48
Normalized Transmission Level Only(Inc PD)	0.09	0.27	0.00	0.11	0.16	0.42	0.00	0.55	0.08	2.42	0.20	1.00	5.30
Normalized Dist. Public Damage Cause Only	0.20	0.52	1.76	0.41	1.29	0.26	0.65	0.19	1.89	0.73	0.89	2.84	11.64
Normalized W/O PD and TL	1.76	4.64	4.35	4.81	8.14	19.19	7.00	21.18	8.08	7.02	3.46	2.90	92.54
Stepped Restoration All Level, All Cause	0.09	1.83	1.77	1.33	2.82	7.41	0.87	6.93	1.49	1.70	1.27	2.32	29.83
Stepped Rest. Trans Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.12
Stepped Rest. Dist. Pub. Dam. Cause Only	0.03	0.35	1.05	0.10	0.94	0.01	0.01	0.03	0.55	0.08	0.41	1.95	5.50
Stepped Restoration W/O PD and TL	0.05	1.48	0.72	1.23	1.88	7.28	0.86	6.90	0.94	1.62	0.86	0.37	24.20
Norm., All Levels, All Causes, Credit for Step F	1.96	3.60	4.34	4.00	6.77	12.46	6.78	14.99	8.57	8.49	3.28	4.42	79.66
Norm. W/O PD, TL, and Credit for Step Rest.	1.71	3.17	3.63	3.58	6.26	11.91	6.14	14.28	7.15	5.41	2.60	2.52	68.34
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for S	1.03	2.17	4.19	2.10	7.20	14.32	7.35	11.69	8.39	11.40	4.04	2.79	76.66
Normalized All Level, All Causes	1.08	2.24	7.21	2.21	8.04	34.03	8.55	14.52	10.41	12.05	6.24	8.29	114.85
Normalized Transmission Level Only(Inc PD)	0.00	0.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.91	0.00	0.00	7.23
Normalized Dist. Public Damage Cause Only	0.26	0.07	3.75	0.05	0.11	0.25	1.09	0.09	3.50	0.32	0.66	6.68	16.83
Normalized W/O PD and TL	0.82	1.84	3.46	2.16	7.93	33.77	7.46	14.43	6.91	4.82	5.58	1.61	90.79
Stepped Restoration All Level, All Cause	0.05	0.06	3.02	0.11	0.84	19.71	1.20	2.83	2.02	0.64	2.19	5.50	38.18
Stepped Rest. Trans Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.02	0.00	2.43	0.00	0.00	0.00	0.01	1.56	0.08	0.10	5.45	9.66	9.66
Stepped Restoration W/O PD and TL	0.03	0.06	0.59	0.11	0.84	19.71	1.20	2.82	0.46	0.56	2.09	0.05	28.53
Norm., All Levels, All Causes, Credit for Step F	1.03	2.17	4.19	2.10	7.20	14.32	7.35	11.69	8.39	11.40	4.04	2.79	76.66
Norm. W/O PD, TL, and Credit for Step Rest.	0.79	1.78	2.87	2.05	7.09	14.06	6.26	11.60	6.45	4.26	3.49	1.55	62.26
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for S	1.78	2.94	4.49	3.25	7.42	13.93	6.80	20.84	10.14	8.04	2.82	4.32	86.77
Normalized All Level, All Causes	1.93	6.10	5.39	4.12	12.58	15.86	7.62	33.15	11.60	10.57	3.18	5.38	117.48
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.54	0.00	0.79	0.00	0.00	0.00	0.00	1.34
Normalized Dist. Public Damage Cause Only	0.21	0.25	1.08	0.47	2.62	0.23	0.33	0.10	1.33	1.07	0.41	1.31	9.41
Normalized W/O PD and TL	1.72	5.85	4.31	3.65	9.96	15.09	7.29	32.26	10.27	9.49	2.77	4.07	106.73
Stepped Restoration All Level, All Cause	0.15	3.16	0.90	0.88	5.16	1.93	0.82	12.31	1.46	2.53	0.36	1.07	30.72
Stepped Rest. Trans Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.26
Stepped Rest. Dist. Pub. Dam. Cause Only	0.06	0.13	0.53	0.18	1.99	0.01	0.02	0.02	0.08	0.00	0.00	0.33	3.36
Stepped Restoration W/O PD and TL	0.09	3.03	0.37	0.69	3.17	1.66	0.80	12.28	1.39	2.53	0.36	0.73	27.10
Norm., All Levels, All Causes, Credit for Step F	1.78	2.94	4.49	3.25	7.42	13.93	6.80	20.84	10.14	8.04	2.82	4.32	86.77
Norm. W/O PD, TL, and Credit for Step Rest.	1.63	2.83	3.94	2.96	6.79	13.43	6.48	19.97	8.89	6.96	2.41	3.34	79.63
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for S	2.18	13.95	4.11	5.39	2.41	8.39	4.95	6.49	5.98	3.99	3.19	1.05	62.08
Normalized All Level, All Causes	2.21	17.15	4.12	6.11	2.92	8.58	5.29	8.13	6.74	4.68	3.21	1.09	70.23
Normalized Transmission Level Only(Inc PD)	0.98	1.70	0.00	0.00	0.56	1.50	0.00	1.11	0.00	1.57	2.06	0.00	9.47
Normalized Dist. Public Damage Cause Only	0.04	3.97	0.03	1.68	0.10	0.05	0.18	0.45	0.02	0.80	0.03	0.00	7.35
Normalized W/O PD and TL	1.19	11.49	4.10	4.44	2.26	7.03	5.11	6.57	6.72	2.31	1.12	1.09	53.42
Stepped Restoration All Level, All Cause	0.03	3.20	0.01	0.72	0.50	0.19	0.35	1.64	0.76	0.69	0.02	0.04	8.16
Stepped Rest. Trans Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	3.01	0.00	0.08	0.01	0.00	0.00	0.00	0.00	0.51	0.00	0.00	3.62
Stepped Restoration W/O PD and TL	0.03	0.19	0.01	0.64	0.50	0.19	0.35	1.64	0.76	0.18	0.02	0.04	4.54
Norm., All Levels, All Causes, Credit for Step F	2.18	13.95	4.11	5.39	2.41	8.39	4.95	6.49	5.98	3.99	3.19	1.05	62.08
Norm. W/O PD, TL, and Credit for Step Rest.	1.16	11.30	4.09	3.80	1.76	6.84	4.76	4.93	5.96	2.13	1.10	1.05	48.88
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes, Credit for S	5.56	1.58	4.34	12.18	6.50	3.60	6.60	6.70	4.40	5.44	3.02	13.19	73.10
Normalized All Level, All Causes	5.56	1.67	7.76	20.00	7.07	3.61	7.15	7.07	5.00	7.61	6.65	13.26	92.41
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	1.02	1.02	0.16	0.00	0.71	0.80	0.00	0.00	9.69	13.40
Normalized Dist. Public Damage Cause Only	0.08	0.00	0.16	0.10	0.08	0.61	1.14	0.65	1.10	0.45	4.62	0.27	9.26
Normalized W/O PD and TL	5.48	1.67	7.60	18.87	5.97	2.84	6.01	5.71	3.11	7.16	2.03	3.30	69.76
Stepped Restoration All Level, All Cause	0.00	0.10	3.42	7.82	0.57	0.01	0.55	0.37	0.61	2.17	3.63	0.06	19.31
Stepped Rest. Trans Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stepped Rest. Dist. Pub. Dam. Cause Only	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.15	0.02	0.00	3.59	0.00	3.79
Stepped Restoration W/O PD and TL	0.00	0.10	3.40	7.82	0.57	0.01	0.55	0.22	0.58	2.17	0.04	0.06	15.52
Norm., All Levels, All Causes, Credit for Step F	5.56	1.58	4.34	12.18	6.50	3.60	6.60	6.70	4.40	5.44	3.02	13.19	73.10
Norm. W/O PD, TL, and Credit for Step Rest.	5.48	1.58	4.19	11.05	5.40	2.84	5.46	5.49	2.52	4.99	2.00	3.24	54.24

SAIFI
Normalization: IEEE Method
Customer Count: Customer Bill

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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.03	0.05	0.05	0.07	0.14	0.06	0.10	0.07	0.08	0.04	0.04	0.76
Normalized All Level, All Causes	0.03	0.03	0.05	0.05	0.07	0.14	0.06	0.10	0.07	0.08	0.04	0.04	0.76
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.02	0.00	0.00	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.01	0.01	0.06
Normalized W/O PD and TL	0.02	0.03	0.04	0.04	0.07	0.13	0.06	0.09	0.05	0.05	0.03	0.03	0.65
Metro East	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.01	0.02	0.05	0.02	0.09	0.16	0.06	0.10	0.06	0.10	0.05	0.02	0.76
Normalized All Level, All Causes	0.01	0.02	0.05	0.02	0.09	0.16	0.06	0.10	0.06	0.10	0.05	0.02	0.76
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.05
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.01	0.01	0.06
Normalized W/O PD and TL	0.01	0.02	0.04	0.02	0.09	0.16	0.06	0.10	0.05	0.05	0.04	0.01	0.65
Metro West	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.03	0.06	0.05	0.07	0.15	0.06	0.12	0.08	0.07	0.03	0.05	0.81
Normalized All Level, All Causes	0.03	0.03	0.06	0.05	0.07	0.15	0.06	0.12	0.08	0.07	0.03	0.05	0.81
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.01	0.01	0.01	0.00	0.00	0.00	0.02	0.01	0.01	0.01	0.07
Normalized W/O PD and TL	0.03	0.03	0.05	0.04	0.07	0.14	0.06	0.11	0.07	0.06	0.03	0.04	0.73
Northwest	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.03	0.07	0.03	0.05	0.05	0.10	0.04	0.08	0.05	0.05	0.07	0.01	0.65
Normalized All Level, All Causes	0.03	0.07	0.03	0.05	0.05	0.10	0.04	0.08	0.05	0.05	0.07	0.01	0.65
Normalized Transmission Level Only(Inc PD)	0.03	0.02	0.00	0.00	0.03	0.02	0.00	0.04	0.00	0.02	0.03	0.00	0.19
Normalized Dist. Public Damage Cause Only	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03
Normalized W/O PD and TL	0.01	0.03	0.03	0.05	0.02	0.08	0.04	0.04	0.05	0.02	0.04	0.01	0.42
Southeast	January	February	March	April	May	June	July	August	September	October	November	December	YTD
With Storms, All Levels & Causes	0.04	0.02	0.03	0.14	0.05	0.04	0.06	0.08	0.03	0.04	0.04	0.09	0.66
Normalized All Level, All Causes	0.04	0.02	0.03	0.14	0.05	0.04	0.06	0.08	0.03	0.04	0.04	0.09	0.66
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.01	0.01	0.01	0.00	0.02	0.02	0.00	0.00	0.05	0.11
Normalized Dist. Public Damage Cause Only	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00	0.04
Normalized W/O PD and TL	0.04	0.02	0.03	0.13	0.04	0.03	0.05	0.06	0.02	0.04	0.03	0.04	0.52

CAIDI
Normalization: IEEE Method
Customer Count: Customer Bill

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Minnesota	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	76.91	114.96	82.26	84.44	91.62	90.57	113.79	144.67	129.60	112.39	72.95	101.61
Normalized All Level, All Causes	80.39	173.32	115.82	112.45	129.78	144.44	128.40	211.55	152.15	134.85	101.17	155.05
Normalized Transmission Level Only(Inc PD)	38.37	79.60	0.00	68.46	39.90	94.74	0.00	62.88	53.02	136.54	63.00	212.10
Normalized Dist. Public Damage Cause Only	83.90	247.99	178.00	111.09	422.65	120.92	164.48	176.67	191.83	105.93	117.63	352.76
Normalized W/O PD and TL	84.95	179.45	101.47	114.18	121.78	146.50	125.82	225.91	147.81	138.20	101.03	94.35
Norm. All Levels, All Causes, and Credit for Step Rest.	76.91	114.96	82.26	84.44	91.62	90.57	113.79	144.67	129.60	112.39	72.95	101.61
Norm. W/O PD, TL, and Credit for Step Rest.	82.31	122.37	84.65	84.94	93.65	90.91	110.31	152.29	130.68	106.35	75.86	82.15

Metro East	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	70.89	88.41	80.24	115.27	81.48	87.48	114.99	120.36	148.80	117.11	74.18	113.55
Normalized All Level, All Causes	74.51	90.97	138.09	121.24	91.01	207.93	133.75	149.48	184.66	123.71	114.42	337.81
Normalized Transmission Level Only(Inc PD)	0.00	87.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	145.79	0.00	0.00
Normalized Dist. Public Damage Cause Only	78.33	137.17	265.09	72.17	109.67	157.31	217.04	179.50	561.46	248.65	54.24	635.41
Normalized W/O PD and TL	73.38	90.47	90.93	123.18	90.80	208.43	126.63	149.33	137.78	98.95	131.56	114.68
Norm. All Levels, All Causes, and Credit for Step Rest.	70.89	88.41	80.24	115.27	81.48	87.48	114.99	120.36	148.80	117.11	74.18	113.55
Norm. W/O PD, TL, and Credit for Step Rest.	70.48	87.37	75.34	117.05	81.17	86.79	106.29	120.11	128.68	87.44	82.32	110.81

Metro West	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	63.08	101.18	72.26	71.53	100.85	93.75	112.27	175.30	121.29	108.45	82.63	80.61
Normalized All Level, All Causes	68.23	210.06	86.68	90.87	171.03	106.72	125.79	278.80	138.79	142.61	93.24	100.49
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	141.72	0.00	106.00	0.00	0.00	0.00	0.00
Normalized Dist. Public Damage Cause Only	83.64	415.22	99.60	76.84	467.64	101.22	144.39	126.99	84.11	84.77	68.26	140.02
Normalized W/O PD and TL	66.72	205.80	83.95	93.06	146.59	105.87	125.05	291.58	151.50	154.51	98.60	92.13
Norm. All Levels, All Causes, and Credit for Step Rest.	63.08	101.18	72.26	71.53	100.85	93.75	112.27	175.30	121.29	108.45	82.63	80.61
Norm. W/O PD, TL, and Credit for Step Rest.	63.33	99.35	76.80	75.38	99.88	94.24	111.25	180.54	131.06	113.32	85.79	75.52

Northwest	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	64.24	188.60	140.83	98.97	47.14	81.16	112.31	81.96	124.97	87.49	45.30	87.30
Normalized All Level, All Causes	65.11	231.85	141.25	112.24	57.01	83.00	120.15	102.70	140.85	102.73	45.52	90.62
Normalized Transmission Level Only(Inc PD)	38.37	75.47	0.00	0.00	16.98	71.76	0.00	29.45	0.00	69.82	63.00	0.00
Normalized Dist. Public Damage Cause Only	177.34	231.62	131.95	374.59	174.37	170.71	61.38	256.43	153.77	244.25	155.96	65.00
Normalized W/O PD and TL	144.19	334.13	141.31	88.76	127.07	85.55	124.46	165.23	140.82	116.65	29.74	90.66
Norm. All Levels, All Causes, and Credit for Step Rest.	64.24	188.60	140.83	98.97	47.14	81.16	112.31	81.96	124.97	87.49	45.30	87.30
Norm. W/O PD, TL, and Credit for Step Rest.	140.62	328.61	140.88	75.96	99.22	83.23	116.05	123.95	124.90	107.59	29.32	87.33

Southeast	January	February	March	April	May	June	July	August	September	October	November	December
With Storms, All Levels & Causes, Credit for Step Rest	138.08	66.11	129.84	85.48	128.45	100.64	118.06	86.61	127.58	135.38	75.15	151.73
Normalized All Level, All Causes	138.08	70.19	232.27	140.36	139.71	100.97	127.87	91.44	145.16	189.35	165.44	152.47
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.46	127.00	28.38	0.00	44.00	53.02	0.00	0.00	212.10
Normalized Dist. Public Damage Cause Only	175.09	0.00	154.07	74.74	236.12	122.15	126.56	189.44	304.23	205.48	656.95	144.52
Normalized W/O PD and TL	137.68	70.19	234.77	149.59	141.36	113.10	128.12	98.81	196.45	188.41	61.32	83.73
Norm. All Levels, All Causes, and Credit for Step Rest.	138.08	66.11	129.84	85.48	128.45	100.64	118.06	86.61	127.58	135.38	75.15	151.73
Norm. W/O PD, TL, and Credit for Step Rest.	137.68	66.11	129.58	87.61	127.88	112.82	116.43	94.99	159.67	131.36	60.17	82.09

CAIDI
Normalization: IEEE Method
Customer Count: Customer Bill

Docket No. E,G002/CI-02-203
Attachment B
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	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD	YTD
	January	February	March	April	May	June	July	August	September	October	November	December
Minnesota												
With Storms, All Levels & Causes, Credit for Step Rest	76.91	97.89	90.37	88.58	89.55	89.93	93.26	103.28	106.19	106.88	104.76	104.58
Normalized All Level, All Causes	80.39	131.63	124.02	120.53	123.49	131.31	130.91	146.62	147.24	145.85	143.05	143.73
Normalized Transmission Level Only(Inc PD)	38.37	62.26	62.26	63.56	55.25	66.30	66.30	65.07	64.35	93.59	91.54	102.55
Normalized Dist. Public Damage Cause Only	83.90	161.44	172.86	160.20	198.12	190.95	187.09	186.69	188.02	175.41	167.10	191.76
Normalized W/O PD and TL	84.95	137.44	120.20	118.28	119.46	130.21	129.58	148.44	148.37	147.49	144.92	142.53
Norm. All Levels, All Causes, and Credit for Step Rest.	76.91	97.89	90.37	88.58	89.55	89.93	93.26	103.28	106.19	106.88	104.76	104.58
Norm. W/O PD, TL, and Credit for Step Rest.	82.31	104.56	95.02	91.79	92.42	91.82	94.49	105.81	108.36	108.18	106.39	105.25
Metro East												
With Storms, All Levels & Causes, Credit for Step Rest	70.89	81.91	80.95	86.67	84.36	85.77	90.16	95.77	100.94	103.27	101.10	101.50
Normalized All Level, All Causes	74.51	84.87	115.31	116.30	105.01	151.60	148.92	149.03	152.49	148.35	145.82	152.06
Normalized Transmission Level Only(Inc PD)	0.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	87.00	141.57	141.57	141.57
Normalized Dist. Public Damage Cause Only	78.33	86.55	226.79	221.04	215.59	211.17	212.29	211.67	277.68	276.60	218.69	295.66
Normalized W/O PD and TL	73.38	84.42	87.98	95.07	92.93	148.54	145.28	146.07	145.31	141.49	140.82	140.26
Norm. All Levels, All Causes, and Credit for Step Rest.	70.89	81.91	80.95	86.67	84.36	85.77	90.16	95.77	100.94	103.27	101.10	101.50
Norm. W/O PD, TL, and Credit for Step Rest.	70.48	81.39	78.08	85.93	83.55	85.11	88.26	94.51	97.67	96.83	95.86	96.18
Metro West												
With Storms, All Levels & Causes, Credit for Step Rest	63.08	82.39	77.11	75.58	83.37	87.36	90.73	108.48	110.13	109.96	108.73	106.87
Normalized All Level, All Causes	68.23	140.12	112.30	106.40	126.34	118.80	119.75	153.13	151.29	150.40	147.83	144.70
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	0.00	0.00	141.72	141.72	118.09	118.09	118.09	118.09	118.09
Normalized Dist. Public Damage Cause Only	83.64	146.80	110.09	99.93	180.08	173.60	171.36	170.24	141.28	129.27	123.65	125.70
Normalized W/O PD and TL	66.72	139.73	112.59	107.30	119.85	114.24	115.76	152.87	152.72	152.89	150.65	147.08
Norm. All Levels, All Causes, and Credit for Step Rest.	63.08	82.39	77.11	75.58	83.37	87.36	90.73	108.48	110.13	109.96	108.73	106.87
Norm. W/O PD, TL, and Credit for Step Rest.	63.33	82.24	79.59	78.45	85.30	88.88	92.04	110.72	113.05	113.08	111.95	109.73
Northwest												
With Storms, All Levels & Causes, Credit for Step Rest	64.24	149.50	147.65	133.81	115.55	105.28	106.07	102.01	104.13	102.78	96.38	96.21
Normalized All Level, All Causes	65.11	179.43	171.29	154.50	133.96	118.74	118.90	116.17	118.45	117.18	109.20	108.85
Normalized Transmission Level Only(Inc PD)	38.37	55.77	55.77	55.77	40.01	46.54	46.54	41.92	41.92	45.80	48.69	48.69
Normalized Dist. Public Damage Cause Only	177.34	230.83	229.76	259.16	257.04	255.92	233.33	234.79	234.46	235.50	234.97	234.87
Normalized W/O PD and TL	144.19	297.42	234.20	174.42	168.38	137.67	135.61	139.50	139.68	138.45	128.41	127.33
Norm. All Levels, All Causes, and Credit for Step Rest.	64.24	149.50	147.65	133.81	115.55	105.28	106.07	102.01	104.13	102.78	96.38	96.21
Norm. W/O PD, TL, and Credit for Step Rest.	140.62	292.28	230.97	167.25	158.57	130.64	128.36	127.78	127.39	126.33	117.37	116.51
Southeast												
With Storms, All Levels & Causes, Credit for Step Rest	138.08	111.32	117.66	98.55	103.76	103.42	105.56	102.37	104.13	106.48	104.29	110.52
Normalized All Level, All Causes	138.08	112.84	153.75	145.80	144.74	139.94	138.17	130.31	131.34	135.71	137.79	139.72
Normalized Transmission Level Only(Inc PD)	0.00	0.00	0.00	68.46	88.93	76.95	76.95	65.09	62.05	62.05	62.05	127.07
Normalized Dist. Public Damage Cause Only	175.09	175.09	160.31	118.74	130.92	125.57	126.09	136.63	161.57	165.22	268.33	261.88
Normalized W/O PD and TL	137.68	112.41	153.64	151.34	149.75	146.57	144.00	137.37	139.65	143.78	138.10	133.99
Norm. All Levels, All Causes, and Credit for Step Rest.	138.08	111.32	117.66	98.55	103.76	103.42	105.56	102.37	104.13	106.48	104.29	110.52
Norm. W/O PD, TL, and Credit for Step Rest.	137.68	110.88	117.18	100.39	104.78	105.48	107.00	105.24	107.34	109.38	105.99	104.18

Minnesota Reliability Exclusion Report
January-December 2009, Internal Normalization
Transmission Level Cause Codes

Cause	No. of Events	No. of Customers Affected	Customer Minutes
Breaker Failure Oil Circuit Bkr	2	1,081	905,878
Conductor Contact - Galloping	6	1,791	94,779
Connector Failure Auto Splice	2	303	12,462
Connector Failure Compr Sleeve	16	7,984	516,901
Insulator Glass/Porc Deadend	7	2,942	50,014
Intentional Clear for Construct	1	1	524
Lightning Strike	1	1,754	77,176
Local Catastrophe	2	3,111	329,766
Other Utility	16	7,963	263,706
Pole Broken / Good condition	5	2,639	358,820
Pole Fire	3	1,631	110,995
Public Damage Non-Xcel Tree Trim	3	3,078	193,914
Relay Failure	11	12,053	1,736,920
Switch OH Gang Operated	1	263	3,945
Unknown Cause Not Determined	2	1,499	83,944
Total Transmission Level	78	48,093	4,739,744

Note: Customer Minutes values are with out taking credit for partial restoration savings.

Minnesota Reliability Exclusion Report
January-December 2009, Internal Normalization
Distribution Public Damage Cause Codes

Cause	No. of Events	No. of Customers Affected	Customer Minutes
Public Damage Broken Pole	98	23,117	5,562,232
Public Damage Deliberate/Vandal	13	24	1,360
Public Damage Dig-In	176	13,652	1,536,377
Public Damage Fire	14	199	36,524
Public Damage Guy Wire Broken	21	1,830	119,361
Public Damage Non-Xcel Tree Trim	33	955	80,141
Public Damage OH Line Contact	116	5,320	1,155,831
Public Damage Other/Unknown	59	3,069	358,585
Public Damage Padmnt vs Vehic	43	945	169,731
Total Public Damage	573	49,111	9,020,142

Note: Customer Minutes values are with out taking credit for partial restoration savings.

Storm Days

Metro East(Internal):

5/20, 9/27

Metro East(IEEE):

Metro West(Internal):

5/20

Metro West(IEEE):

Northeast(Internal):

5/20

Northeast(IEEE):

Southeast(Internal):

5/20

Southeast(IEEE):

Xcel Energy
Tariff Service Quality Plan
2009 Telephone Response Time

	All Residential Calls offered to Agents	All BSC Calls Offered to Agents	All Calls Offered to Agents	All Residential Calls Answered by Agents within 20 seconds	All BSC Calls Answered by Agents within 20 seconds	All Calls Answered by Agents within 20 seconds	Outage Calls Handled by IVR *	Outage Calls Offered to Agents	Total Outage Calls	All Calls Offered to Agents + Outage Calls Handled by IVR	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	Service Level
January	118,610	4,933	123,543	97,151	3,575	100,726	8,247	2,230	10,477	131,790	108,973	82.7%
February	129,414	4,743	134,157	109,018	3,307	112,325	11,285	5,042	16,327	145,442	123,610	85.0%
March	141,506	5,569	147,075	120,455	3,658	124,113	13,882	5,191	19,073	160,957	137,995	85.7%
April	158,319	5,099	163,418	132,832	4,346	137,178	14,067	6,260	20,327	177,485	151,245	85.2%
May	160,041	4,605	164,646	140,370	3,591	143,961	18,935	7,928	26,863	183,581	162,896	88.7%
June	178,093	4,803	182,896	154,963	3,542	158,505	33,962	11,450	45,412	216,858	192,467	88.8%
July	176,143	4,461	180,604	143,757	3,715	147,472	18,612	7,599	26,211	199,216	166,084	83.4%
August	182,985	4,337	187,322	144,663	3,477	148,140	27,630	12,836	40,466	214,952	175,770	81.8%
September	146,159	4,092	150,251	115,972	3,438	119,410	22,331	12,019	34,350	172,582	141,741	82.1%
October	140,721	4,327	145,048	113,058	3,364	116,422	22,490	13,089	35,579	167,538	138,912	82.9%
November	110,623	3,708	114,331	89,536	3,108	92,644	11,735	7,229	18,964	126,066	104,379	82.8%
December	101,971	3,812	105,783	89,091	3,072	92,163	13,292	7,787	21,079	119,075	105,455	88.6%
2009	1,744,585	54,489	1,799,074	1,450,866	42,193	1,493,059	216,468	98,660	315,128	2,015,542	1,709,527	84.8%

Notes:

The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)

Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park) and at the Business call center at Sky Park.

Credit calls are not included.

Data on calls to agents is gathered from the phone switch (Avaya) based on skills from January through Mid-August, post Mid-August calls to agents is gathered from the phone switch (Avaya) based on VDN's.

Data on IVR calls is gathered from the IVR reporting tool (InnerView Global iReporter) for part of January for Skypark, all January for Centre Pointe and all January and part of February for Amarillo. Remaining months IVR calls is gathered from the IVR reporting tool (Voice Portal)

Xcel Energy
2009 Gas Emergency Response

Type	Code	Description	Call Count	Answer & Talk Time	Average Answer & Talk Time	Dispatch Time	Average Dispatch Time	Travel Time	Average Travel Time	Total Response Time	Average Response Time
E-1	EBG	Blowing gas; broken or hit line	461	1456.25	3.16	2448.03	5.31	8168.20	17.72	12072.49	26.19
	EFR/EFI	Fire	169	538.29	3.19	1083.25	6.41	2909.45	17.22	4530.99	26.81
	EEX	Explosion	6	19.28	3.21	19.43	3.24	81.52	13.59	120.23	20.04
E-2	ETX	Carbon monoxide w/ symptoms	204	654.93	3.21	3590.33	17.60	4197.33	20.58	8442.59	41.39
	ECO	Carbon monoxide alarm	1964	6283.97	3.20	50309.27	25.62	42719.03	21.75	99312.27	50.57
	EIR	Ice or snow on regulator	44	143.31	3.26	1114.30	25.33	865.28	19.67	2122.89	48.25
	EOI	Indoor gas odor	7631	24319.65	3.19	171690.68	22.50	162214.93	21.26	358225.27	46.94
	EOO	Outdoor gas odor	4826	15361.07	3.18	124280.65	25.75	105276.72	21.81	244918.44	50.75
	EPR	Pressure: high or low	734	2356.09	3.21	21151.08	28.82	15712.02	21.41	39219.19	53.43
	ENG/NO GAS	No gas	818	2615.09	3.20	23797.40	29.09	17914.13	21.90	44326.62	54.19
All E-1 Calls			636	2013.83	3.17	3550.72	5.58	11159.17	17.55	16723.71	26.30
All E-2 Calls			16221	51734.11	3.19	395933.72	24.41	348899.45	21.51	796567.28	49.11
All Gas Emergency Calls			16857	53747.94	3.19	399484.43	23.70	360058.62	21.36	813290.99	48.25

Xcel Energy
Tariff Service Quality Plan
2009 Meters with Actual Reads

	YTD 2009	Jan-2009	Feb-2009	Mar-2009	Apr-2009	May-2009	Jun-2009	Jul-2009	Aug-2009	Sep-2009	Oct-2009	Nov-2009	Dec-2009
Meters Scheduled													
To Be Read	20,292,316	1,839,740	1,599,498	1,751,845	1,676,216	1,600,591	1,752,525	1,742,253	1,677,895	1,678,352	1,750,703	1,542,443	1,680,255
Meters with													
Actual Reads	19,950,880	1,766,589	1,566,421	1,725,313	1,656,553	1,579,341	1,719,750	1,713,712	1,653,098	1,657,244	1,729,467	1,522,560	1,660,832
% Meters with													
Actual Reads	98.32%	96.02%	97.93%	98.49%	98.83%	98.67%	98.13%	98.36%	98.52%	98.74%	98.79%	98.71%	98.84%

Gas Code	Description	Target: Create Ticket to Dispatch*	Target: Dispatch to Arrive*
EBG Blowing Gas	Broken / hit gas line (gas blowing); Covers all gas mains and service laterals that are broken. Gas must be blowing. Includes instances of hissing or blowing gas and/or occurrences of strong or sudden odor. Also covers any gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.	<2 min	<24 min
EEX Explosion	Explosion; any natural gas explosion and/ or any explosion, we will respond to protect and investigate our interests	<2 min	<26 min
EFR ERI Fire	Fire (when gas related); any natural gas fire or whenever requested by the fire department; all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)	<2 min	<26 min
ETX CO Symptoms	Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms. Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.	< 2 min	<26 min
EIR Iced Regulator	Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems) These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)	<15 min	30 min
EOI Indoor Odor	Customer smells gas odor inside; any Customer odor initiated order. When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	<30 min	< 45 min
EOO Outside Odor	Customer smells gas odor outside; any Customer odor initiated order. When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	<30 min	<45 min
NOGAS No Gas	No gas: no gas due to Company equipment. In the winter months, this code will receive a higher priority since Customer's heat could be dependent on gas.	<30 min	90 min
EPR Pressure High or Low	High Pressure; high pressure gas on Customer fuel line and equipment usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. Poor pressure; Problem with Regulator, may need change or adjusted. Such calls are prioritized higher in the winter.	<30 min	90 min 30 min
ECO CO Alarm	Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.	1 to 4 hrs	1 to 4 hrs.

* Target does not include "answer time" and "talk time" with customer, which is 3 to 4 additional minutes to the total response time.

Gas Codes are arranged by ticket dispatch time targets.

CERTIFICATE OF SERVICE

I, Carole Wallace, hereby certify that I have this day served copies of the foregoing document on the attached list of persons by delivery by hand or by causing to be placed in the U.S. mail at Minneapolis, Minnesota.

DOCKET No. E,G002/CI-02-2034

Dated this 1st day of April 2010

/s/

Carole Wallace

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Christopher	Anderson	canderson@allte.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	OFF_SL_02-2034_1
Julia	Anderson	Julia.Anderson@state.mn.us	Office of the Attorney General-DOC	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_02-2034_1
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	Yes	OFF_SL_02-2034_1
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_02-2034_1
Megan	Hertzler	megan.hertzler@xcelenergy.com	Xcel Energy	414 Nicollet Mall 5th Floor Minneapolis, MN 554011993	Paper Service	No	OFF_SL_02-2034_1
John	Lindell	agorud.ecf@state.mn.us	Office of the Attorney General-RUD	900 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	Yes	OFF_SL_02-2034_1
Peter R.	Marker		Office of the Attorney General-RUD	900 BRM Tower 445 Minnesota Street St. Paul, MN 551012127	Paper Service	No	OFF_SL_02-2034_1
Susan	Medhaug	Susan.medhaug@state.mn.us	Office of Energy Security	Suite 500, 85 Seventh Place East St. Paul, MN 551012198	Paper Service	No	OFF_SL_02-2034_1
Bria	Shea	bria.e.shea@xcelenergy.com	Xcel Energy	414 Nicollet Mall Minneapolis, MN 55401	Paper Service	No	OFF_SL_02-2034_1
William	Stamets	bill.stamets@state.mn.us	Office of the Attorney General-RUD	Suite 900445 Minnesota Street St. Paul, MN 551012127	Electronic Service	No	OFF_SL_02-2034_1

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
SaGonna	Thompson	Regulatory.Records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_02-2034_1
Rebecca S.	Winegarden	beckwine@msn.com		10555 Union Terrace Ln N Maple Grove, MN 553692622	Paper Service	No	OFF_SL_02-2034_1