414 Nicollet Mall
Minneapolis, Minnesota 55401

PUBLIC DOCUMENT
SECURITY, TRADE SECRET, AND
PRIVATE DATA ON INDIVIDUALS
HAS BEEN EXCISED

April 1, 2010

—VIA ELECTRONIC FILING—

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

RE: ANNUAL REPORT AND PETITION FOR APPROVAL OF RELIABILITY MEASURES
SERVICE QUALITY RULES
DOCKET NO. E002/M-10-___

Dear Dr. Haar:

Northern States Power Company, a Minnesota corporation ("Xcel Energy" or the "Company") submits the enclosed Annual Report pursuant to Minn. Rules 7826.0400, 7826.0500, and 7826.1300. This Annual Report presents our reliability measures and service quality performance for the year 2009. A non-public version of this submission is being provided separately. In addition, this filing includes our Petition to establish reliability measures for 2010 pursuant to Minn. R. 7826.0600.

We additionally provide information in compliance with past Commission Orders, notably the Commission's June 5, 2009 ORDER in Docket No. E999/CI-08-948 requiring that we provide an update on our Smart Grid investments with this electric service quality report.

Security, Trade Secret, and Private Data on Individuals Justification
This submission contains information regarding the Company's feeders and other system components, and associated customers served. This information is "security information" as defined by Minn. Stat. § 13.37, subd. 1(a). Xcel Energy believes the information could be manipulated to reveal the location and size of facilities serving

our customers. The public disclosure or use of this information creates an unacceptable risk because 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.

This submission also contains proprietary programs Xcel Energy has developed and maintained internally to plan and manage system reliability. This information is "trade secret" information as defined by Minn. Stat. §13.37(1)(b). . This information derives independent economic value from not being generally known or readily ascertainable by others who could obtain a financial advantage from its use. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of our filing.

Finally, this submission includes "private data on individuals," such as customer names and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

We have served the public version of this 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

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

David Boyd	Chair
J. Dennis O'Brien	Commissioner
Thomas Pugh	Commissioner
Phyllis Reha	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF NORTHERN STATES POWER COMPANY, A MINNESOTA CORPORATION, ANNUAL REPORT ON SAFETY, RELIABILITY, AND SERVICE QUALITY FOR 2009; AND PETITION FOR APPROVAL OF ELECTRIC RELIABILITY STANDARDS FOR 2010

DOCKET NO. E002/M-10-___

ANNUAL REPORT AND PETITION

INTRODUCTION

Pursuant to Minn. R. 7826.0400, 7826.0500, and 7826.1300, 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 safety, reliability, and service quality performance for 2009. This filing also includes our Petition for approval of the Company's proposed reliability standards for the year 2010, as required under Minn. R. 7826.0600. We respectfully request that the Commission accept our annual report for 2009 and approve our proposed reliability standards for 2010.

In addition, this Annual Report contains our annual Smart Grid update in compliance with the Commission's June 5, 2009 ORDER in Docket No. E999/CI-08-948.

I. Summary of Filing

A one-paragraph summary of the filing accompanies this petition pursuant to Minn. R. 7829.1300, subp. 1.

II. Service on Other Parties

Pursuant to Minn. R. 7829.1300, subp. 2, Xcel Energy has served a copy of this Petition on the Minnesota Office of the Attorney General – Residential Utilities Division ("OAG"). A summary of the filing has been served on all parties on Xcel Energy's miscellaneous electric service list.

III. General Filing Information

Pursuant to Minn. R. 7829.1300, subp. 3, Xcel Energy provides the following required information.

A. Name, Address, and Telephone Number of Utility

Northern States Power Company,
a Minnesota corporation
414 Nicollet Mall
Minneapolis, Minnesota 55401
(612) 330-5500

B. Name, Address, and Telephone Number of Utility Attorney

Mara Koeller
Associate Attorney
Xcel Energy Services Inc.
414 Nicollet Mall - 5th Floor
Minneapolis, MN 55401
(612) 215-4605

C. Date of Filing and Date Standards Take Effect

The date of this filing is April 1, 2010. Xcel Energy requests that the Commission accept this annual report on the Company's performance for 2009. Additionally, we request that our proposed reliability standards be approved for the year 2010. Our report on reliability performance for 2010, subject to the standards approved by the Commission, will be filed on or before April 1, 2011, as required under Minn. R. 7826.0500, subp. 1.

D. Statute Controlling Schedule for Processing the Filing

No specific statute imposes a schedule controlling the processing of this filing. Under Minn. R. 7829.1400 governing miscellaneous filings, initial comments are due within 30 days of filing, with reply comments due ten days thereafter.

E. Utility Employee Responsible for Filing

Jody Londo
Xcel Energy Services Inc.
414 Nicollet Mall – 7th floor
Minneapolis, Minnesota 55401
(612) 330-5601

IV. Description and Purpose of Filing

Legislation passed in 2001 required that the Commission establish safety, reliability, and service quality standards for electric distribution utilities. After a rulemaking process, the Commission adopted rules that became effective on January 28, 2003. These rules contain both performance standards and reporting requirements. Additionally, the rules require individual utilities to propose electric reliability standards each year for approval by the Commission.

In compliance with the rules, this filing is organized into the following sections:

- Safety Performance for 2009
- Reliability Performance for 2009
- Service Quality Performance for 2009
- Additional Reporting Requirements
- Proposed Electric Reliability Standards for 2010

This is Xcel Energy's seventh annual report on our performance established under these rules. For clarity, we list each rule requirement followed by our discussion and performance. Where appropriate, we have provided the required data within the report itself, but where the required data is more extensive, we have provided it as attachments to the report.

This is our eighth annual filing proposing electric reliability standards. On April 1, 2009, the Company filed proposed reliability standards for 2009. The Commission approved our proposed standards in its August 11, 2009 ORDER in Docket No. E002/M-09-343. This filing contains information on our proposed reliability standards for 2010, as well as information on our performance for 2009 under the approved standards. The standards we propose for 2010 are calculated using the same methodology as previously approved for our 2009 reliability standards.

In compliance with the Commission's August 11, 2009 ORDER in Docket No. E002/M-09-343, we provide a snapshot of current year reliability results, along with information regarding our process for developing and implementing electric reliability improvement programs.

In Compliance with the Commission's ORDER dated June 5, 2009 in Docket No. E999/CI-08-948, we provide an update on our Smart Grid projects on beginning on page 25 of this Annual Report.

SAFETY PERFORMANCE FOR 2009

7826.0400 Annual Safety Report. *On or before April 1 of each year, each utility shall file a report on its safety performance during the last calendar year. This report shall include at least the following information:*

A. Summaries of all reports filed with United States Occupational Safety and Health Administration ("OSHA") and the Occupational Safety and Health Division of Minnesota Department of Labor & Industry during the calendar year.

During 2009, we continued our commitment to provide a safe work environment for our employees and to promote awareness of safe work practices.

Each year, the U.S. Department of Labor, Bureau of Labor Statistics Survey of Occupational Injuries and Illnesses requests information on randomly selected plants and facilities operated by Xcel Energy. We provided as **Attachment A** to this Annual Report**,** a table containing a summary of the data requested by the U.S. Department of Labor for 2009. Additionally, this table includes the required information from the U.S. Occupational Safety and Health Administration ("OSHA") Form 300.

B. A description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any inquiries or property damage described.

Attachment B to this Annual Report includes the required information on property damage resulting from downed wires or other electrical system failures. In general, when an incident occurs from a downed wire or failed equipment, the Company takes the necessary action to replace, repair or otherwise fix its equipment.

RELIABILITY PERFORMANCE FOR 2009

In Compliance with the Commission's August 11, 2009 ORDER in Docket No. E002/M-09-343, we provide additional information in this Annual Report describing the policies, procedures and actions that we have implemented, or are planned to assure reliability:

4. Regarding additional issues for reports due April 1, 2010, Xcel shall:

A. augment its next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability. Xcel shall include information on how it is demonstrating proactive management of the system as a whole, increased reliability and active contingency planning, including a specific discussion of the status and actions

of its strategic initiatives as set forth in Ordering Paragraph 4a of its October 24, 2008 ORDER in Docket No. E-002/M-08-393.

B. incorporate into its next filing a summary table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;

C. Submit additional information so that SAIDI, SAIFI and CAIDI is calculated using the data excluded by the IEEE 2.5 beta method (data from major event days) and provide the outage data using three different methods and provide a detailed and explanation of the differences:

1. storm normalized using the IEEE 2.5 beta method

2. storm normalized using Xcel's current method

3. non-storm normalized

The implementation for this method should be for the reporting year beginning January 1, 2009. In addition, Xcel shall report on the major causes of outages for major event days.

D. provide a detailed explanation for the basis of the indices it proposes for 2010. The Commission encourages Xcel to propose a higher level of reliability performance indices for 2010;

E. continue to increase efforts to improve reporting of major service interruptions to the Commission's Consumer Affair's Office.

F. make preparations to begin reporting on MAIFI in the Annual Safety, Service Quality Reports by April 1, 2011; and

G. work with Commission Staff to develop more meaningful reliability reporting on an ongoing basis… including updates on:

1. power quality data collection, including MAIFI

2. the means by which power quality is currently monitored

3. a description of the current MAIFI data collected

4. issues related to the current collection of all relevant MAIFI data

5. storm normalization

6. reliability cost matrix

7. ongoing improvement information tables.

Below we outline, by Order point, where in this Annual Report we have provided the requested information.

Order Points A and B: We provide this information in our Distribution System Performance Summary as **Attachment M,** except for the strategic initiatives update, which we provide below in this Section of the Annual Report.

Order Point C We provide this information as **Attachment N.**

Order Point D: We provide a discussion of our efforts to propose higher performance indices for 2010 in the Section, "Proposed Electric Reliability Standards for 2010" in this Annual Report.

Order Point E: We discuss our major service interruptions in this Annual Report in the Section discussing Minn. Rule 7826.0500.

Order Point F: We provide this information in **Attachment O.**

Order Point G: We provide items 1 through 4 in Attachment O and items 5 through 7 in Attachment M.

A. Strategic Initiatives Update

Several Xcel Energy representatives participated in the Commission's April 9, 2008 Planning Meeting regarding reliability. At that time, we discussed two strategic initiatives, our Infrastructure Investment Initiative ("I3") plan and Urban Sustainability Zone. The Commission's October 24, 2008 ORDER in Docket No. E002/M-08-393 and August 11, 2009 ORDER in Docket No. E002/M-09-343 required us to provide an update in the following year's Annual Report. We provide our update on these initiatives below:

1. Infrastructure Investment Initiative

One of the challenges facing all electric utilities is maintaining appropriate reliability levels with an aging distribution infrastructure. I3 is our long-term, distribution infrastructure investment plan that focuses on the electric distribution system asset health, reliability performance, and distribution system capacity. Our overall goal of providing our customers with reliable electric service has not changed, so our objectives with the I3 plan are to: (1) target investments to optimize performance of the distribution infrastructure; and (2) strike a balance between the cost of improvements and providing an appropriate level of reliable service to customers.

Our first step in the I3 plan process was to conduct a comprehensive study of the main components of our distribution infrastructure, focusing specifically on asset health, reliability performance, and distribution system capacity. Specifically, the study identified the incremental investment required over the long-term to ensure overall adequacy of service and performance in all three areas of focus.

In general, our original I3 plan called for an average annual incremental investment of $60 million per year over a ten-year period. This $600 million total investment was to be proportioned to electric distribution asset replacement activities to ensure good

asset health, and also to electric distribution substation & feeder additions in targeted areas to fortify system capacity. Both of these investment areas then help ensure reliability performance is maintained over the long-term. At the time we first discussed our I3 plan with the Commission in early 2008, we thought we would begin implementing the plan as early as 2009.

As indicated in our 2009 update, we had revised our plan with an approximate $33 million incremental spend in 2009, then fully ramp-up to the $60 million incremental annual investment starting in 2010. However, with the downturn in the economy, we decided to defer the full implementation of the I3 plan until such time as the economy shows solid signs of recovery. Given that a full economic recovery is not presently forecasted until beyond this year, we once again have deferred implementation of our I3 plan.

But, even though we have not fully implemented the I3 plan as originally envisioned, we are continuing to invest in our system in a manner that helps ensure that we provide appropriate levels of reliability for our customers.[1] In addition to our reliability management efforts we describe in Attachment M to this Annual Report, we additionally performed $9.3 million in I3-type asset health and system capacity expenditure projects. For 2010, we have incorporated an additional $5 million of I3-type projects into our budget. These investments planned for 2010, plus the 2009 actual I3 projects already completed, will certainly contribute toward the overall goals of this initiative, and ultimately to provide reliable service to our customers.

Finally, we note that we plan to update our existing list of I3 candidate projects and programs during the fall of 2010. This effort will recognize the actual I3 activities already completed in 2009-2010. Our intent of this effort is to maintain an up-to-date menu of potential I3 work so that we are ready to deploy the projects as economic conditions prudently allow.

2. Urban Sustainability Zones

We have worked with stakeholders to develop the Energy Innovation Corridor ("EIC"), an Urban Sustainability Zone, in tandem with the planned light rail development between St. Paul and Minneapolis (the "Central Corridor Project").

The Energy Innovation Corridor is a pilot program that stakeholders intend will incorporate solar energy, traditional conservation programs, storage technologies, electric vehicle applications and advanced technology to assist conservation and load management programs, and innovative distribution system technologies (components

[1] See Attachment M to this Annual Report for a description of our Reliability Management Program.

of which are referred to as "Smart Grid") in an urban setting. The objective of the project is to model a cooperative, joint transportation and energy planning process that will:

- Create efficiencies and lower customer costs, as the system will be planned to meet future needs while undertaking coordinated construction.
- Offer benefits to the community hosting the mass transit facility through lower energy costs via conservation/demand-side management, innovative technologies, and improved reliability, thus increase the community acceptance of the project.
- Leverage the resources of customers, the host communities and other stakeholders in the cost and implementation of these resources.
- Create a showcase demonstrating the benefits of energy efficiency, renewable energy, and innovative technologies to improve customer awareness and promote their use throughout our system.

Solar energy, conservation programs, energy storage devices and Smart Grid technology can all be effective in urban and suburban settings; achieving high penetrations of these resources in a concentrated area should create synergies that benefit the local area as well as generate attention that will support their use system-wide.

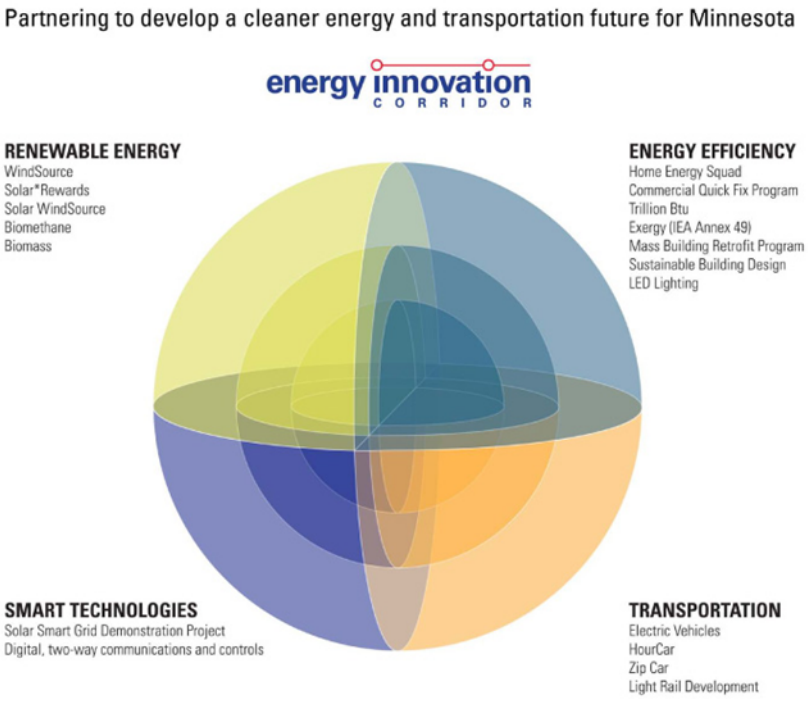
As political, economic and practical circumstances in the near future may require electric utilities to deploy these resources, the things we will learn from this initial pilot program will help to ensure that eventual full deployment in our service territory will be based on first-hand knowledge of how to maximize reliability and efficiency. The effective deployment of renewable energy, how it interacts with a "smart" distribution system, how we prepare for a world of electric vehicles, and how we use all of these strategies to lower costs will be explored in this pilot program.

With the Energy Innovation Corridor, we will begin to develop these systems in an area with a mixture of residential and business neighborhoods, large and small commercial and industrial customers, significant numbers of flat roofs (for solar installations), and a population with a demonstrated high interest in renewable energy and conservation. This presents an opportunity for the Company to learn how these systems can be deployed with maximum reliability, efficiency and cost-effectiveness. Because it is located along a new Light Rail Transit route, the project has the double benefit of being deployed in an area where major distribution system relocation work is required anyway, and being deployed in an area where the integration of transportation and energy infrastructure will be an added benefit to the project.

Our partners in the Energy Innovation Corridor include:

City of Minneapolis
City of St. Paul
Ramsey County
Hennepin County
St Paul Port Authority
University of Minnesota
Office of Energy Security
CenterPoint Energy
Center for Energy & Environment
Neighborhood Energy Connection
District Energy St Paul
Mpls. Building Owners & Mgrs Assn
St Paul Building Owners & Mgrs Assn
Xcel Energy

We have grouped the efforts into four energy-related fields, as shown in the following graphic:



In the *Renewable Energy* area we have taken the following actions:

- Developed and received Minnesota Office of Energy Security ("OES") and Commission approval for a Solar Rewards program. Under this program, we will provide customers with a one-time payment of up to $2.25 per Watt for installation to help offset the cost of deploying small-scale solar PV systems (less than 40 kW). Although this program is available to Xcel Energy customers statewide, we will work with our EIC partners to specifically market the programs to business and customers along the Central Corridor.

- Applied for a US Department of Energy ("DOE") grant to support a Solar Firming proposal to integrate solar and battery storage to increase the reliability of solar as a supply source. That grant application was unsuccessful, but we continue to explore other options for solar installations in the Central Corridor.
- Petitioned to include solar as part of the Company's Windsource program. The program, if approved, will create a market for a large scale solar facility in Minnesota. As with the Solar*Rewards program, the Solar in Windsource program would be available to Xcel Energy customers statewide, but we would work with our EIC partners to market the program to customers within the EIC.
- Continued our efforts to market and grow participation in Windsource.
- Actively working with the Port Authority of St Paul and our customers to develop a biomethane project. Details about these efforts are confidential at this time.

In the area of *Energy Efficiency* we have taken the following actions:

- We have worked closely with cities, non-profits and community-based organizations to deploy the Home Energy Squad, to install a range of energy efficiency measures in a home in less than a day. Residential customers along the Central Corridor received some of the first Home Energy Squad visits.
- In conjunction with the Center for Energy and the Environment, we piloted an effort for five multi-family properties within the Central Corridor to address the tenant owner challenges of the sector. We are also participating with a number of partners to develop a customized solution for the 1,300 unit Cedar Riverside apartment complex. We will apply lessons-learned from this effort to other multi-family properties.
- We are actively working with our customers and the Port Authority of St Paul to develop an energy financing program available for commercial industrial customers throughout our service area.
- We and a number of partners, and in conjunction with the cities of Minneapolis and St Paul, submitted a proposal for a Mass Building Retrofit US DOE grant. The US DOE is scheduled to make a determination on this $37 million grant request in March 2010. The grant will help fund a substantial ramp-up in efficiency efforts for residential and small business customers.
- Our Chairman's Fund sponsored the engineering analysis for the Science Museum of Minnesota. This project will implement a full facility Exergy study for the Science Museum. The Science Museum will both implement cost effective improvements and include Exergy in the Science Museum exhibits.
- In conjunction with CEE, we are deploying a pilot on expansion of CEE's One Stop Lighting program. Under this enhanced program, CEE will work with Xcel Energy small business customers in the Central Corridor to recommend other cost effective energy measures in addition to lighting retrofits. This program will be

ramped up considerably if the Mass Building Retrofit US DOE grant outlined above is secured.

In the *Smart Grid Technology* area, we are taking the following actions:

- We are installing two-way communication on the capacitor banks for eight substations serving the Energy Innovation Corridor. The two-way communications will be used to control VARs on our distribution system. This test, if successful, will significantly reduce energy consumption on this portion of our distribution system, and we will look to expand the application of this technology elsewhere on our system.
- As noted above, we filed a grant request with U.S. DOE for the Solar Firming project as a regional Smart Grid demonstration project in conjunction with Met Council, the University of St Thomas, and the City of Minneapolis. The DOE grant was not received and we are now exploring alternatives to finance the project.

Under the Transportation Electrification component of the effort the company has completed the following:

- We are relocating our distribution facilities and designing the necessary facilities to support the requirements of the Central Corridor Light Rail effort.
- Along with a number of coalition partners, we worked in partnership with Ford Motor Company to file a US DOE grant that would have resulted in the deployment of 70 plug-in electric vehicles and the installation of over 300 public charging stations in Minneapolis and St. Paul. The U.S. DOE and Ford were not able to reach terms on a grant.
- We note that a number of coalition partners, including Xcel Energy, are working to develop an alternative option to deploy plug-in vehicles and infrastructures.

For additional information on the Energy Information Corridor, please visit www.energyinnovationcorridor.com

7826.0500 Reliability Reporting Requirements.

Subpart 1. Annual Reporting Requirements. *On or before April 1 of each year, each utility shall file a report on its reliability performance during the last calendar year. This report shall include at least the following information:*

A. The utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole.

B. The utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole.

C. The utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole.

D. An explanation of how the utility normalizes its reliability data to account for major storms.

On April 1, 2009, as required by Minn. R. 7826.0600, we proposed reliability standards for 2009 for each of our four Minnesota work centers.[2] The Commission approved our proposed standards in their August 11, 2009 ORDER in Docket No. E002/M-09-343. Table 1 below, presents our 2009 reliability performance results, compared to these standards. We note that these reliability statistics are calculated using the methodology previously approved by the Commission, which we describe further below:

- Include outages occurring at all levels (distribution, substation, and transmission).
- Include all outage cause codes.
- Where applicable, include credit for partial restoration.
- Base calculations on the number of customers who receive a bill.
- Base calculations on storm-normalized data.

We determine regional storm day thresholds based on the average number of sustained outages per day. [3] Any day that meets or exceeds the threshold is considered a storm day for the qualifying region. This means that all outages that start on a storm day (which lasts from midnight to midnight) for a particular work center are excluded from the calculation of the various reliability indices for that work center.

For 2009, we used the following storm day threshold calculation procedures:

- Using the previous five years of outage history for each region, we:
  - Calculate the number of sustained outages per day;
  - Calculate the average number of sustained outages per day; and
  - Calculate the standard deviation of sustained outages per day.

- Based on the above methodology, we set a unique storm day threshold for each region. A storm day is defined as any day meeting or exceeding the average number of sustained outages per day plus three standard deviations.

[2] The four Minnesota work centers include Metro East, Metro West, Northwest, and Southeast.

[3] A "sustained outage" is an outage with duration greater than five minutes.

Table 1

		2009 Performance	2009 Standard
Minnesota	SAIDI	77.36	NA
	SAIFI	0.74	NA
	CAIDI	104.49	NA
Metro East	SAIDI	74.21	91.23
	SAIFI	0.73	1.01
	CAIDI	**101.87**	89.92
Metro West	SAIDI	84.43	117.20
	SAIFI	0.79	1.19
	CAIDI	**106.58**	98.28
Northwest	SAIDI	62.07	113.09
	SAIFI	0.65	1.02
	CAIDI	96.21	110.84
Southeast	SAIDI	69.37	90.92
	SAIFI	0.63	0.91
	CAIDI	**110.06**	99.39

As shown, in 2009 we met all standards except CAIDI for the Metro East, Metro West, and Southeast work centers.[4] We provide in the following Section, a summary as to why we did not meet the established CAIDI standards in these areas.

E. An action plan for remedying any failure to comply with the reliability standards set forth in part 7826.0600 or an explanation as to why noncompliance was unavoidable.

As shown above, we met the SAIDI and SAIFI targets for all work centers, but did not meet the CAIDI standard for the Metro East, Metro West, and Southeast work centers.

Largely due to the weather, there were less mainline and overhead outages in 2009 than previous years. These types of outages are typically short in duration, but affect

[4] We note that for 2008, Xcel Energy operated under two sets of reliability standards – those approved by the Commission under Minn. R. 7826.0600, and those included in the Company's service quality tariff. The Commission approved our service quality tariff in its Order dated September 17, 2004, in Docket No. E,G002/CI-02-2034. While this report contains our performance under Minnesota Rules, on April 1, 2009, we are also filing a separate report of our performance under the terms of our service quality tariff. Because the methodology used to calculate reliability metrics under our service quality tariff is different than the methodology used to calculate these metrics under Minnesota Rules, the two sets of reliability statistics are not comparable.

many customers. As a result of fewer outages of this type, our SAIDI and SAIFI performance was much above the standards. However, for this same reason, our CAIDI performance was higher due to the fact that we had fewer short outages, so our overall average outage duration is higher.

F. *To the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption.*

During 2009, there were no generation outages on Xcel Energy's system that caused an interruption of service to firm electric customers. All curtailments of customers subject to load management rates or demand-side management ("DSM") programs were consistent with the terms of the load management tariffs and DSM programs.

We provide the required information regarding transmission outages as **Attachment C**.

G. *A copy of each report filed under part 7826.0700.*

Minn. R. 7826.0700, subp. 1 requires a utility to promptly inform the Commission's Consumer Affairs Office ("CAO") of any major service interruption occurring on the utility's system. "Major service interruption" is defined under Minn. R. 7826.0200, subp. 7 as an interruption of service at the feeder level or above and affecting 500 or more customers for one or more hours. Xcel Energy regularly sends the CAO notification of *all* sustained outages occurring at the feeder level or above, which includes reporting outages that are not necessarily large enough or long enough to meet the definition of a major service interruption under Minn. R. 7826.0200, subp.7.

Our Customer Advocate Group generally sends these notifications via e-mail directly to the CAO. In most cases, our Customer Advocates forward a copy of the internal email outage notifications they receive from our Control Center. We are committed to providing the CAO with timely and accurate information and continue to improve its processes for notification.

During 2009, there were 164 outages on Xcel Energy's system that meet the definition of "major service interruption." We provide as **Attachment D** to this Annual Report**,** copies of the notifications, along with a summary of qualifying outages. We note that whenever possible, the Company's Customer Advocate Group sends the CAO the first outage notification received from the Control Center for an outage event. First notifications often do not include full cause and/or follow-up action information since the restoration crew may not have yet completed its work related to

the event. However, we believe it is more important to give the CAO notification as soon as possible rather than waiting for complete information before sending the CAO an alert.

We note that during high volume outage times, it is possible the Control Center does not send an email for each and every outage event. Often during these high volume events, the Company's Customer Advocate Group works with the Control Center to obtain more general status updates in lieu of individual emails. These updates, which are forwarded to the CAO, usually include information on communities affected, total customers out of service and any available information on expected restoration times. If available, information is also provided on crews brought in from other areas to assist restoration during times of escalated operations. Where available, copies of these general updates sent to the CAO have also been included in Attachment D.

The Company has made improvements in its internal processes regarding outage notifications provided to the CAO. However, we note that as with any process that involves human intervention, errors will occur and notices may not be sent to the CAO. There are instances when the Control Center may not create a notice, or the Company's customer advocates do not forward a notice to the CAO. We perform a monthly review to identify if an email has been sent to the CAO for each qualifying outage. Instances where an email notification is not forwarded to the CAO are further analyzed to determine the cause and the responsible group(s).

In 2009, we found 6 instances where a corresponding email notice to the CAO was not found. We remain committed to providing notification for all qualifying outages, and will continue to monitor and improve our processes, as appropriate.

Minn. R. 7826.0700, subp. 2 requires a utility to file a written report on any major service interruption in which ten percent or more of its Minnesota customers were without service for 24 hours or more. During 2009, there were no such interruptions on Xcel Energy's system.

H. To the extent feasible, circuit interruption data, including:

- *Identifying the worst performing circuit in each work center;*
- *Stating the criteria used to identify the worst performing circuit;*
- *Stating the circuit's SAIDI, SAIFI, and CAIDI;*
- *Explaining reasons that the circuit's performance is in last place; and*
- *Describing any operational changes the utility has made, is considering, or intends to make to improve its performance.*

Xcel Energy has a program entitled the Feeder Performance Improvement Plan ("FPIP"). Under this plan, we identify poor performing circuits, the outage causes, and any changes needed to improve reliability. In September of each year we calculate SAIFI and SAIDI for the most recent 12 months for each feeder. We analyze the outage cause data to determine whether operational changes are necessary. During the fall and early winter months, based on this data we plan the necessary construction projects. We begin construction projects involving overhead equipment first, with a goal of completion prior to the spring storm season. We begin underground construction as soon as possible after frost dissipation.

The program's schedule was designed to construct solutions prior to the storm season and to achieve maximum benefit throughout the year. Thus, the data used to determine poor-performing circuits spans the period September 2008 to August 2009 rather than following a calendar year.

Xcel Energy defines poor performing feeders as those with a SAIFI exceeding three times the average feeder SAIFI value or a SAIDI exceeding four times the average SAIDI VALUE. [5] The data used to calculate SAIDI and SAIFI for these feeders is based on distribution level outages, and has not been normalized for storm events.

The required data on worst performing feeders in each work center is provided as **Attachment E** to this Annual Report.

In its April 7, 2006 ORDER in Docket No E-002/M-05-551, the Commission increased the number of feeders that the Company includes in this report to 25 per work center, for a total of 100. In addition, the Order directed the Company to work with Commission Staff in developing a reporting format. Attachment E provides 2009 feeder performance data, by work center, in two sections. The first section of each work center's report provides a list of feeders, sorted by SAIDI using calendar year data and the format requested by Commission Staff. We note this format includes additional outages such as bulk power supply and planned outages that are not used internally to identify poor performers. Thus using the Company's criteria for identifying poor performing feeders will not result in 25 actual "poor performers" for each region, or 100 system-wide.

For this reason, some of the feeders listed in Attachment E are not actual "poor performers," but rather are included in the list only because the Company is required to identify 25 feeders, and their performance values were greater than other feeders (but less than poor performer feeders in that particular work center). For those top

[5] SAIFI- 1.53 outages for 2009 in Minnesota. SAIDI - 229.37 minutes for 2009 in Minnesota

feeders in each region that were identified as poor performers under the internal FPIP program, the Company has completed a reliability review and provides information on the reasons for the poor performance and any planned improvements in Attachment E.

I. Data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B.

Voltage deviations typically result with customers experiencing problems with electrical equipment. High voltage can result in bright light bulbs, and eventually shortens the life of the bulbs, or results in electric motor damage. Low voltage can have equally significant consequences.

A first responder initially handles customer voltage complaints. If a non-voltage cause cannot be found, a voltage investigation is initiated and a recording voltmeter is installed. In the metro area, Xcel Energy has a dedicated technician that sets recorders and performs voltage investigations. In the non-metro areas, a first responder or a district representative conducts the voltage investigations.

Xcel Energy's allowable service voltage range is 120 volts plus/minus 5 percent, or a minimum of 114 volts to a maximum of 126 volts. As shown in Table 2 below, Xcel Energy's allowable service voltage range falls within the American National Standards Institute ("ANSI") voltage range B.

Table 2

	Minimum Voltage	**Maximum Voltage**
ANSI Voltage Range B (service voltage)	110	127
Xcel Energy Range (service voltage)	114	126

During 2009, the Company conducted 520 voltage investigations. These investigations resulted in a diagnosis of a specific voltage problem in 262 of these cases. These problems are typically the result of transformer overloads or some other equipment malfunction, such as capacitor banks or voltage regulators. In all other cases, either no problem was found or the root cause was attributed to something other than voltage deviations. In cases where the Company finds the voltage to be out of the acceptable range, a number of actions can be taken, including but not

limited to swapping transformers, upgrading the transformer, or checking capacitor banks.

J. Staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines

	Metro East	Metro West	Northwest	Southeast	Other *
2009 Work Center Staffing Level Totals	133	173	37	61	61

* Xcel Energy field employees associated with the Fargo and Sioux Falls Service Centers respond to trouble and perform distribution line operation and maintenance in western Minnesota and the Dakotas.

Finally, we note that although we are reporting staffing levels by work center as required under the rules, our field personnel respond to trouble and perform duties in other work centers as the need arises.

K. Any other information the utility considers relevant in evaluating its reliability performance over the calendar year.

We are committed to providing reliable service to our customers. We are available to provide any additional information the Commission may require on this issue.

SERVICE QUALITY PERFORMANCE 2009

7826.1400 Reporting Meter Reading Performance. *The annual service quality report must include a detailed report on the utility's meter-reading performance, including for each customer class and for each calendar month:*

A. The number and percentage of customer meters read by utility personnel.
B. The number and percentage of customer meters self-read by customers.
C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and periods of longer than 12 months, and an explanation as to why they have not been read.

The required meter reading information is provided in **Attachment F**.

We note that although the residential "No Reading Returned" category for the 6 -12 month consecutive estimates increased from 2008 to 2009, it steadily declined throughout 2009. This is largely due to training, staffing adjustments, and work practice review and modifications we performed early in the year.

Our continued focus on safety resulted in our implementation of more careful work practices, which included missing more meter reads in cases of inclement weather. However, it was previously a common work practice in inclement weather to estimate an account without submitting a reason, which would result in the default category "No Reading Returned" to be recorded.

At the end of 2008, we realized that these work practices had the unintended consequence of increasing the number of consecutive estimates for our customers. To rectify this issue, we added temporary staff in the first quarter of 2009 to support increased customer communication efforts to resolve access issues, and to make arrangements with our customers to ensure consistent access to their meters.

In addition, we reviewed all of our no-read reason codes, adding new ones where necessary, and eliminating and/or changing other codes to make them more relevant. In addition, we developed and implemented training for our meter readers, with the goal of providing clear guidance and to reinforce appropriate use of the various no-read codes so that we are consistently capturing the primary reason for not obtaining a meter reading. We completed the training by the end of the 2nd Quarter 2009, and continue to provide it as new staff is brought in and in conjunction with other sustainment training for existing staff.

D. Data on monthly meter reading staffing levels, by work center or geographical area.

The following data for 2009 includes full-time equivalent numbers and does not count temporary staff positions. The "Other" category numbers includes Xcel Energy personnel located in the Fargo and Sioux Falls Service Centers who read meters in western Minnesota and the Dakotas.

	Jan-09	**Feb-09**	**Mar-09**	**Apr-09**	**May-09**	**Jun-09**	**Jul-09**	**Aug-00**	**Sep-09**	**Oct-09**	**Nov-09**	**Dec-09**
Metro East	5	5	5	5	5	5	5	5	5	5	5	5
Metro West	6	6	6	5	5	5	5	5	5	5	5	5
Northwest	5	4	4	4	4	4	4	4	4	4	4	4
Southeast	10	10	9	7	7	7	6	6	6	6	6	6
Other	11	11	11	11	11	11	11	11	11	11	11	11

7826.1500 Reporting Involuntary Disconnections. *The annual service quality report must include a detailed report on involuntary disconnections of service, including, for each customer class and each calendar month:*

A. The number of customers who received disconnection notices.
B. The number of customers who sought cold weather rule protection under chapter 7820 and the number who were granted cold weather rule protection.
C. The total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours.
D. The number of disconnected customers restored to service by entering into a payment plan.

We provide the required information as **Attachment G** to this Annual Report.

7826.1600 Reporting Service Extension Request Response Times. *The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:*

A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.
B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

The required information for Part A is provided as **Attachment H** to this Annual Report. This Attachment includes data on service installations that require construction.

For Part B, 310,442 customers requested service at a location previously served by the Company in 2009. With respect to situations where we supply service to a location previously served by the Company, we handle these requests on the next business day. Responding to such a request generally involves setting a meter and connecting the service. Such cases are not reflected in the information provided in Attachment H.

7826.1700 Reporting Call Center Response Times. *The annual service quality report must include a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.*

The required information is provided as **Attachment I** to this Annual Report.

Pursuant to the Commission's November 3, 2004 ORDER in Docket No. E002/M-04-511, we have included credit calls in our reported call center response time. However, to be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the data for this metric excluding credit calls.

- Our call center service level including credit calls is 87.5 percent of calls answered in 20 seconds or less (which is above the standard of 80 percent set forth in Minn. R. 7826.1200).
- Our call center service level *excluding credit calls* is 90.8 percent.

Minn. R. 7826.1200, subp. 1 requires that we answer 80 percent of calls made to the business office during regular business hours within 20 seconds. We note that our Call Centers are staffed 24 hours a day, 7 days a week, and our IVR is used in the same manner across this time period, therefore these are our "business hours." So, our performance includes call and service level information on a 24-hours a day, 7 days a week basis.

7826.1800 Reporting Emergency Medical Account Status. *The annual service quality report must include the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial.*

We provide the required information as **Attachment G** to this Annual Report.

7826.1900 Reporting Customer Deposits. *The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.*

798 accounts required deposits as a condition of service in 2009.

7826.2000 Reporting Customer Complaints. *The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:*

A. The number of complaints received.

B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.

C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.

D. The number and percentage of all complaints resolved by taking any of the following actions:

(1) Taking the action the customer requested;

(2) Taking an action the customer and the utility agree is an acceptable compromise.

(3) Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.

(4) Refusing to take the action the customer requested.

E. The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.

We provide the required information as **Attachment J** to this Annual Report.

Pages 1-4 of **Attachment J** contain information on customer complaints handled by the Company's Customer Advocate group. Pages 5-16 contain information on complaints handled upon initial inquiry in the Call Centers.

ADDITIONAL REPORTING REQUIREMENTS

I. Tree Trimming

In its ORDER dated December 26, 2007 in Docket No. E-002/M-07-422, the Commission requested that the Company provide information on its tree trimming practices and policies similar to what had been previously ordered by the Commission in its April 7, 2006 ORDER in Docket No. E002/M-05-551, and included in the Company's 2006 Annual Report in Docket No. E002/M-07-422. In our April 1, 2009 filing in Docket No. E002/M-09-343, we asked the Commission to specify whether we should continue to provide this information in our 2009 Annual Report. The Commission's August 11, 2009 ORDER in Docket No. E002/M-09-343 did not address the issue. Thus, we provide a summary of the requested information below, organized by the ordering points from the April 7, 2006, ORDER.

4. In its annual safety, reliability and service quality report due on or before April 1, 2007, Xcel Energy shall file the information set forth below regarding its tree-trimming policies and practices:

(a) Its annual tree-trimming budget for the past year and its actual tree-trimming expenditures during the past year.

Table 3 below provides the Company's 2009 budget, total expenditures and the amount recoverable in our rates:[6]

Table 3*

Level	Total 2009 Expenditures	2009 ***Budgeted*** Amount	Amount in Base Rates[7]
Distribution	$24,454,187	$27,351,581	$18,471,000
Transmission	$4,249,219	$4,375,750	$2,483,000
Total	$28,703,406	$31,727,331	$20,954,000

**Dollar amounts for the State of MN only*

(b) An explanation of any failure to spend at budgeted levels

Our 2009 vegetation management expenditures were less than the original budgeted amount for 2009, but still more than the levels that are approved in 2009 base electric rates. The decision to spend less than originally budgeted was made in July 2009, and was due to impacts from the economy as a whole; with the understanding it would have minimal effect on the targeted miles to be completed. This proved to be the case.

Additionally, as discussed in our previous three Annual Reports, we proposed a plan of action to attain and maintain a 5-year maintenance cycle for 95 percent or more of our circuit miles by the end of 2009 – which we achieved. Our plan attained the desired 5-year maintenance cycle, created a cost-effective and reasonably consistent workload from year-to-year, and has enhanced reliability for our customers.

(c) A description of the utility's tree-trimming cycle or interval for both transmission lines and distribution lines

1. Transmission

We have established vegetation maintenance activities have for each transmission right-of-way, which includes tree pruning, tree removals, mowing of brush, and herbicide applications. Intervals for maintenance activities vary from two to eight

[6] Budget and expenditures are for contractors.

[7] This amount reflects rates approved in Docket No E002/GR-05-1428.

years depending on factors such as width of easement, previous prescription types, environmental conditions and species type. However, each right-of- way is reviewed at least every five years to determine its individual need for maintenance.

In general, the transmission lines are segmented by voltage, with a majority of our lines covered by the cycles listed in Table 4 below. There are some exceptions to this segmentation; for example, we have 265 miles of 500kv line in an area with slow growing conditions, and so the trimming cycle can be extended safely to eight years. On the converse side, we trim 15 miles of our 345kv line on a two-year cycle due to its location in a metro, tree-dense area.

Table 4

Voltage	**Cycle**	**Miles of System**
23-69kV	5 year cycle	1,382 miles
115-161kV	4 year cycle	1,261 miles
230-500kV	4 year cycle	1,063 miles

Excluding those rights-of-way that only require maintenance every eight years (500kV), less than five percent of the transmission system is maintained on intervals greater than five years.

2. Distribution

Vegetation maintenance activities are scheduled on a per map basis on five year maintenance intervals. The end of 2009 marks the achievement of at least 95 percent of these maps being completed within this five year interval. In addition, we are performing "mid-cycle touch-up" on multi-phase facilities. The mid-cycle touch-up involves an inspection of multi-phase lines after three to four growing seasons, to target fast growing trees and target high risk "hazard trees" for clearing to best ensure reliability between routine maintenance cycles. This approach is designed to best ensure the reliability of the greatest number of customers on the system by addressing those facilities most susceptible to preventable electrical and mechanical modes of failure.

(d) A listing of circuits for which surrounding vegetation has not been trimmed or similarly maintained within the past five years.

Please see **Attachment K** to this Annual Report for a listing of distribution circuits (as of December 31, 2009) that have not been trimmed or similarly maintained within the past five years. Please note that we track our vegetation management activities by maintenance map. While these maps are named for the circuit covered, it does not match exactly with the true schematic of the circuit. Because true circuitry is

constantly changing, the vegetation management program uses the maintenance map concept to schedule and track work. This approach best ensures that all trees that could affect system reliability are addressed on an appropriate maintenance cycle. If needed, maintenance maps and real time circuitry can be cross-referenced in the Company's Geographic Information System ("GIS") system.

> *(e) If 5% or more of the utility's circuits have not had surrounding vegetation trimmed or similarly maintained within the past five years, an explanation of the utility's plans, including budgeting plans and crew-deployment plans, to reinstate a five-year trimming/maintenance cycle within the following twelve months.*

More than 95 percent of both the transmission lines and distribution maintenance maps have been maintained within the last five years.

II. Smart Grid

In its ORDER dated June 5, 2009 in Docket No. E999/CI-08-948, the Commission ordered that beginning on April 1, 2010 and annually thereafter, utilities shall file reports on past, current, and planned smart grid projects, with a description of those projects, including: total costs, cost effectiveness, improved reliability, security, system performance, and societal benefit, with their electric service quality reports. We provide the requested information below.

Order Point 3 of the June 5, 2009 ORDER established the following working definition of smart grid:

> A smart grid encompasses information and control technology to improve the reliability, security, and efficiency of the electric grid. A smart grid allows deployment and integration of distributed and renewable resources, "smart" consumer devices, automated systems, and electricity storage and peak-shaving technologies.

A. Distribution

Xcel Energy is a recognized leader in the installation, testing and operation of smart grid technologies. Xcel Energy's SmartGridCity™ project in Boulder, Colorado recently completed construction of the infrastructure and launched the remaining software to enable all SmartGridCity operational functions. This step makes it the first fully-functioning smart grid enabled city in the world that increases reliability, provides customers with greater energy use information, and allows participating customers and Xcel Energy to control in-home energy management devices remotely when demand calls for it.

This launch ties together all the automated functions of SmartGridCity including: switching power through fully-automated substations; re-routing power around bottlenecked lines; detecting power outages and proactively identifying outage risks. The deployment integrated more than 20 applications, 95 new interfaces and more than 300 test cases.

The latest software is proving some smart grid theories about reducing power outages on the Company's distribution system and adding real-time monitoring capabilities of the electric grid status. Early results indicate that smart grid technology is allowing us to predict equipment failure and proactively make necessary repairs before an outage occurs.

1. Past Projects

In addition to our Boulder project, we have also implemented a number of strategic smart grid projects on the NSP-Minnesota system. For example, we have installed automated switch teams on our distribution system. These teams automatically sectionalize and isolate the faulted portion of a circuit. After sectionalizing and isolation, power is restored to the un-faulted portion of the circuit. While not being totally "self-healing," this does allow the maximum number of customers to be automatically restored after an event. This product has been proven to be commercially viable. NSP-Minnesota has 56 of these switches operating in 21 teams. In 2009, NSP-Minnesota added five switches at a cost of approximately $400,000.

Another tool that NSP-Minnesota uses to aid restoration is Remote Fault Indicators. These devices are deployed at key points on the distribution system, and monitor the current flow. When the device "sees" high current flow, indicating that there is a fault downstream of the device, it calls-in to indicate that it has seen fault current flow pass through it. This information is then displayed to the System Operator, who couples it with other information, enabling restoration to begin on the un-faulted portions of the circuit. This allows restoration to begin without first physically patrolling the area, greatly reducing the outage time. NSP-Minnesota has 140 of these devices in use.

NSP-Minnesota optimizes its assets by using its System Communication and Data Acquisition ("SCADA") system and an automated capacitor control program.[8] The capacitor control program is fed information from the SCADA system, and based on this information, the capacitor control system switches capacitors on and off. NSP-Minnesota is constructing a new capacitor control program in 2010 with the objective of reducing line losses. NSP-Minnesota protects against physical and cyber attack by its operating practice of having no external connections to its SCADA system.

[8] The SCADA system monitors the entire delivery system to aid the System Operators.

In addition to these efforts, we have implemented a number of other smart grid projects since 2008, which we summarize below:

a. Wind-to-Battery Storage

This project tests a one-megawatt battery energy storage system connected directly to a wind farm in an effort to store wind energy and return it to the grid. It is expected to demonstrate long-term emission reductions from increased availability of wind; help reduce impacts of wind variability; and allow us to meet Minnesota Renewable Energy Standard legislative requirements.

Location: MinWind Farm, southwest Minnesota
Status: Operational Summer 2009; Research ongoing

b. Neural Networks and Coal Slagging

This project creates a state-of-the-art system that helps reduce coal slagging and fouling (build up of hard mineral in the boiler). Slagging results in several million dollars in lost revenue each year. The backbone of the system is a software platform capable of acquiring, managing and displaying data and models, then recommending a controlled set point for optimized performance.

Boiler sensors plug directly into the Distribution Control. Neural networks will model the slagging/fouling by using historical data to "learn" boiler behavior. The system also captures and incorporates knowledge directly from the plant engineers and operators – effectively capturing, modeling, and using hundreds of years of collective experience.

Location: Sherco Plant, Minnesota
Status: Implemented in 2008

c. Smart Distribution Assets

This project tests existing meter communication equipment that can automatically notify Xcel Energy of outages and help the utility restore outages more quickly. By using this Advanced Meter Technology, our Control Center will be able to detect isolated outages in advance of customer calls and dispatch crews to the correct location faster.

Location: Minneapolis/St. Paul Metro Area, Minnesota
Status: Implemented December 2008.

d. Smart Substation

This project retrofit an the existing Merriam Park substation with cutting-edge technology for remote monitoring of critical and non-critical operating data, including an analytics engine that processes massive amounts of data for near real-time decision-making and automated actions. We monitor breakers, transformers, batteries and substation environmental factors (such as ambient temperatures, variable wind speeds, security cameras, etc.). Expected benefits include reduced maintenance and installation costs, improved employee safety and equipment life, faster restoration times, and increased system reliability. This system will also test and demonstrate cutting edge security technology.

Location: St. Paul, Minnesota
Status: Installation completed in November 2009

e. Energy Feedback Pilot

As part of its Conservation Improvement Program ("CIP"), Xcel Energy launched a pilot program to determine how various feedback methods affect customer energy usage. This pilot program focuses on how and to what extent residential customers will change their behavior in response to more current and detailed information on their energy use. This project will test several promising feedback methods on a large scale to measure their effectiveness in reducing residential electricity and natural gas use, including:

- Monthly paper reports coupled with sophisticated communications designed to influence behavior;
- The same monthly reports supplemented with daily to weekly emailed feedback based on data acquired through Xcel Energy's Cellnet automated meter reading infrastructure ("AMR");
- Real-time feedback provided by in-home countertop displays that show energy use and cost data; and
- The same real-time feedback combined with the sophisticated monthly feedback noted in the first bullet.

The table below illustrates the four feedback methods to be used:

	Frequency of feedback	Estimated Sample size	Electricity, natural gas or both	Provision of behaviorally optimized information	Additional hardware needed	Accuracy	Applicability to other utilities	Ability to accommodate various rate structures
Monthly Reports	Monthly	17,275	Both	Yes	No	Utility grade	Any	Yes
Monthly & Daily to Weekly Reports	Monthly & Daily to Weekly	17,500	Both	Yes	No	Utility grade	AMR with daily data	Yes
In Home Displays	Real Time	225	Electric	No	Yes	Very good	Any Electric	Yes
In Home Displays and Monthly Reports	Monthly & Real Time	225	Both	Yes	Yes	Very good	Any Electric	Yes

Test results are monitored and quantified after each test year. If evidence is strong that the feedback is reducing energy use, a permanent program may be implemented. Future projects may also test additional strategies that complement feedback, such as community-based social marketing, energy workshops, energy use counseling, home performance audits, and/or alternative rate structures.

Over the 2010-2012 CIP Triennial Plan period, the Company expects its 35,225 participating customers to save a total of 19,306,590 kWh and 187,413 Dth at a total cost of $1.2 million. We estimate that the total program will produce nearly $225,000 in net economic benefits, as measured by the Societal Test used to evaluate DSM programs. We do not anticipate any security, reliability or system performance impacts from this program.

Location: Minneapolis and St. Paul, Minnesota
Status: Approved by the OES in October 2009 and scheduled to run through 2012.

2. Planned Projects

We are currently proposing installation of a smart grid project as part of our Energy Innovation Corridor petition in the Central Corridor between Minneapolis and St. Paul.[9] Called the "Smart VAR Management pilot program," this project seeks to demonstrate the effectiveness of "smart" capacitors with real time controls and two way communications to manage reactive power (Voltage Ampere Reactive power or VARs) on a portion of our distribution system, by installing 245 smart capacitor banks and transformers on the eight substations that serve the Central Corridor Utility Zone. We expect this project to result in system peak reduction, reduced energy losses, reduced fuel costs and increased power quality on this portion of Xcel Energy's distribution system. If successful, we will look to expand the application of this technology elsewhere on our system.

3. Future Projects

We are working with a number of partners on two other smart grid projects. While these plans have not yet come to fruition, we continue to explore options to move these projects forward.

a. Solar Firming

This project would fully integrate a large solar PV installation, a large advanced battery technology and a significant amount of demand response with a central coordinating control on a distribution feeder. The purpose of this project would be to combine these three strategies – solar PV, battery storage, and load response – in a number of ways, to study, measure and better understand the synergies between them, to "firm up" solar PV generation. In theory, solar firming could result in delaying the need for expensive infrastructure improvements in congested areas or in reducing the cost of service on a per customer basis, by allowing more customers to be served by existing feeders. In addition to increasing our experience and understanding of solar generation in a northern climate, the objectives of this project would have been to study, measure and understand:

- The effect battery storage and customer load management can have on mitigating the variability of solar generation;
- The effect solar generation and battery storage can have on deferring the need for infrastructure improvements and connection costs in congested areas; and
- The potential effects increased amounts of solar generation may have on the portion of the electric distribution system on which it is installed.

We applied for a U.S. DOE grant for this project with a number of project partners (NREL, the City of Minneapolis, the Metropolitan Council, and the University of St.

[9] Docket No E002/M-09-1488.

Thomas); while the grant reviewers were very supportive of the project, we were ultimately not awarded the grant.

b. Plug-In Hybrid Electric Vehicle (PHEV) Infrastructure Project

Transportation in the United States is undergoing a dramatic transformation due to the combined needs to increase energy efficiency in transportation, reduce greenhouse gas emissions, and increase the nation's energy independence. We believe that we should support this transformation and prepare for a changing transportation industry. In the PHEV Infrastructure Project, we are working with multiple public and private sector partners to develop the infrastructure in the Central Corridor necessary to demonstrate the feasibility of the transition to electric transportation.

Unfortunately, as with our Solar Firming project, our initial efforts to find funding for this project were unsuccessful. We joined Ford Motor Company in applying to the DOE for funding to support the development of a large demonstration fleet of plug-in electric and hybrid plug-in electric vehicles. However, the U.S. DOE and Ford were not able to reach terms on a grant.

We are continuing to identify and work with partners on developing a PHEV/Electric Vehicle demonstration project in the Central Corridor. These partners may likely include some combination of the City of Minneapolis, the City of St. Paul, Hennepin and Ramsey Counties, the State of Minnesota, Fresh Energy, American Lung Association of Minnesota and HourCar. The current focus is on installing publicly accessible charging stations and fleet specific charging stations for use by a small electric vehicle demonstration fleet.

In addition, we have been participating in leadership positions in the Minnesota Smart Grid Roundtable, an effort jointly led by Bill Glahn, Director of the OES at the Minnesota Department of Commerce, and Dr. Massoud Amin, Director of the Technological Leadership Institute at the University of Minnesota. Other entities involved in the Roundtable include Honeywell, IBM, Lockheed Martin, Great River Energy, Minnesota Power, and the Minnesota Department of Employment and Economic Development.

B. Transmission

On March 30, 2010, the Midwest Independent System Operator ("MISO") announced the launch of a three-year program to install more than 150 high-tech monitoring devices that will monitor the state of the electrical grid in its footprint 30 times each second, in an effort to increase the efficiency and reliability of power delivery.

MISO is the first Regional Transmission Organization within the Eastern Interconnection to move forward and execute an Agreement with the U.S. Department of Energy to implement Synchrophasors, also known as Phasor Measurement Units ("PMU"), to more accurately measure voltage and current.

PMU measurements could increase available transmission for MISO members and improve system-wide reliability and stability. This could ease the integration of highly-variable sources of energy, such as wind, onto the grid.

The planned roll-out and installation of PMUs within MISO's membership area will occur during the next three years. The first phase of the project, which began March 30, 2010, involves transmission owners placing 15-20 PMUs at strategic substations throughout the MISO footprint. After the pilot period, transmission operators will install the remaining PMUs between August 2011 and March 2013.

Xcel Energy has committed to MISO to install the necessary communications infrastructure at several of our substations to provide data as part of the Eastern Interconnection Synchrophasor Project. We have already installed the necessary communications infrastructure at our substation near the High Bridge Plant, and it is currently delivering data to the Eastern Interconnection.

We are very supportive of this MISO Smart Grid program and its potential for reliability benefits. The industry is continuing to explore the benefits of PMU data, and this initiative will provide additional data for increased analysis. Because the data from this initiative will be so frequent, it is considered to be "high resolution" and will be particularly valuable for post-event system analysis and validating reliability simulation models. This data also has the potential to be used in future transmission planning.

According to MISO, the entire project is scheduled to be in place by March 31, 2013.

PROPOSED ELECTRIC RELIABILITY STANDARDS FOR 2010

As discussed above, we filed proposed reliability standards for 2009 on April 1, 2009, in Docket No E-002/M-09-343. Our proposed standards were approved by the Commission in its August 11, 2009, ORDER in that proceeding. The standards we propose for 2010 are calculated using the same methodology approved for our 2009 reliability standards.

On page 12 of this filing, we provided details regarding the approved method of calculation and storm-normalization process used for our 2009 reliability standards. Because we are proposing no changes to this methodology for the development of our 2010 standards, in this Section, we simply provide a brief discussion of reliability indices and our method of calculation, and we set forth our proposed reliability standards for 2010.

Minn. R. 7826.0600, subp. 1 requires each utility to propose standards for the following reliability indices:

- System Average Interruption Duration Index ("SAIDI"),
- System Average Interruption Frequency Index ("SAIFI"), and
- Customer Average Interruption Duration Index ("CAIDI").

SAIDI measures the average total number of minutes a customer was without power during a calendar year. This includes sustained outages and is calculated as follows:

$$\textbf{SAIDI} = \frac{\textbf{Total Customer Minutes of Sustained Outages}}{\textbf{Number of Customers}}$$

SAIFI measures the average frequency of sustained service interruptions per customer during a calendar year and is calculated as follows:

$$\textbf{SAIFI} = \frac{\textbf{Total Number of Sustained Customer Interruptions}}{\textbf{Number of Customers}}$$

CAIDI measures the average outage time a customer could expect to be without power if they experienced a sustained outage and is calculated as follows:

$$\textbf{CAIDI} = \frac{\textbf{Total Customer Minutes of Sustained Outages}}{\textbf{Total number of Sustained Customer Interruptions}}$$

Our electric reliability standards approved for 2009 were based on the average of our 5-year reliability performance. Consistent with that methodology, we provide as **Attachment L** to this Annual Report our historical reliability performance for 2005 through 2009. These calculations use storm-normalized data for all levels of outages (*i.e.* transmission, substation, and distribution). The calculations in Attachment L use a customer count based on the number of customers who receive a bill. The standards we propose for 2010 are set at the average of our reliability performance for the previous 5 years.

Minn. R. Chapter 7826 allows utilities to report reliability performance using "storm-normalized" data. Storm-normalized data is defined by Minn. R. 7826.0200, subp. 9 as "data that has been adjusted to neutralize the effects of outages due to major storms." As noted above, we are proposing standards for 2009 that are consistent with those approved for 2009. Our storm-normalization process is detailed on page 12 of this filing.

Minn. R. 7826.0200, subp. 13 defines work center as a portion of a utility's assigned service area that it treats as an administrative subdivision for purposes of maintaining and repairing its distribution system. Xcel Energy defines its work centers under the rule as our regional service areas. These regions are:

- Metro East
- Metro West
- Northwest
- Southeast

Customer outages on our system are categorized by region, and all of our delivery system work management is tied to these regional divisions.

A. Proposed Reliability Standards for 2010

As required by Minn. R. 7826.0600, subp. 1, we propose for the Commission's consideration, the following standards for SAIFI, SAIDI, and CAIDI for 2010. Our proposed standards for SAIDI and SAIFI are the average of the five years of historical data provided in Attachment L. The CAIDI standards are calculated from the proposed SAIDI and SAIFI standards using the mathematical relationship between the indices: CAIDI = SAIDI/SAIFI. The methodology used to calculate these standards is described in detail above, and is summarized below.

- Include outages at all levels (distribution, substation, and transmission).
- Include all causes.
- Include credit for partial restoration.
- Include customers located in Minnesota that are part of the ND/SD work centers.
- Based on number of customers receiving a bill.
- Based on storm-normalized data.

Table 5

		Proposed Standards for 2010
Metro East	SAIDI	89.29
	SAIFI	0.96
	CAIDI	92.64
Metro West	SAIDI	109.87
	SAIFI	1.09
	CAIDI	101.04
Northwest	SAIDI	108.08
	SAIFI	0.93
	CAIDI	116.81
Southeast	SAIDI	89.90
	SAIFI	0.90
	CAIDI	100.33

In its August 11, 2009 ORDER in Docket No. E002/M-09-343, the Commission requested that the Company consider setting "a higher level of reliability performance indices for 2010." We propose continuance of our current method for setting the annual standards. We have used this method in setting our annual standards since Docket No. E002/M-03-520, the first annual filing proposing standards under the Commission's Rules. Because this method uses a historical average of the five most recent years, we believe that the current method is already quite aggressive. By using an average to set the standard, our actual performance will fall around that average, resulting about half the time in our exceeding these indices without any deterioration in the quality of service received by our customers.

V. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

Approval of our annual report and the reliability performance standards proposed in this Petition will not result in any changes to Xcel Energy's revenue.

VI. MISCELLANEOUS INFORMATION

Pursuant to Minn. R. 7829.0700, Xcel Energy requests that the following persons be placed on the Commission's official service list for this matter:

Mara Koeller
Associate Attorney
Xcel Energy Services Inc.
414 Nicollet Mall – 5th Floor
Minneapolis, Minnesota 55401

SaGonna Thompson
Records Specialist
Xcel Energy Services Inc.
414 Nicollet Mall – 7th Floor
Minneapolis, Minnesota 55401

CONCLUSION

Xcel Energy is committed to providing our customers with quality, reliable service. We appreciate this opportunity to report our performance to the Commission, and respectfully request that the Commission accept our annual report on safety, reliability, and service quality. We also request that the Commission approve our proposed reliability standards for 2010 as detailed in this Petition, and clarify whether we should continue to provide in our next Annual Report information on our five-year vegetation management action plan.

Dated: April 1, 2010

Northern States Power Company,
a Minnesota corporation

RESPECTFULLY SUBMITTED,

/s/

By: _____
JODY LONDO
MANAGER
REGULATORY ADMINISTRATION

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

David Boyd	Chair
J. Dennis O'Brien	Commissioner
Thomas Pugh	Commissioner
Phyllis Reha	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF NORTHERN STATES POWER COMPANY, A MINNESOTA CORPORATION, ANNUAL REPORT ON SAFETY, RELIABILITY, AND SERVICE QUALITY FOR 2009; AND PETITION FOR APPROVAL OF ELECTRIC RELIABILITY STANDARDS FOR 2010

DOCKET NO. E002/M-10-___

ANNUAL REPORT AND PETITION

SUMMARY OF FILING

Please take notice that on April 1, 2010, Northern States Power Company, a Minnesota corporation filed with the Minnesota Public Utilities Commission (the "Commission") its Annual Report on safety, reliability, and service quality as required under Minn. R. 7826.0400, 7826.0500, and 7826.1300. This filing also includes a Petition for approval of the Company's proposed electric reliability standards for 2010 as required under Minn. R. 7826.0600. Our proposed electric reliability standards for 2010 are calculated using the same methodology approved by the Commission for our 2009 standards. In addition, this Annual Report contains our annual Smart Grid update in compliance with the Commission's June 5, 2009 ORDER in Docket No. E999/CI-08-948.

Safety Report 2009
Minn. R. 7826.0400 Part A

U.S. Department of Labor- Bureau of Labor Statistics
Survey of Occupational Injuries & Illnesses 2009
Xcel Energy - Minnesota

Data from 2009 OSHA Form 300

Location	Ave Empl Count	Ttl Hours Worked	Severity Counts				Day Count		Injury/Illness Classification Counts					
			Deaths	Days Away	Restricted Duty	Other	Restricted Duty	Lost Time	Injuries	Skin Disorders	Respiratory	Poisoning	Hearing	Other
A.S. King Plant	127	253598	0	1	3	2	128	5	6	0	0	0	0	0
Black Dog Plant	79	172465	0	1	1	2	45	13	4	0	0	0	0	0
Chestnut Service Center	365	691006	0	3	3	2	199	55	8	0	0	0	0	0
Edina Service Center	48	87606	0	0	0	1	0	0	1	0	0	0	0	0
Maple Grove Service Center	425	859122	0	3	4	2	230	94	9	0	0	0	0	0
Marquette Office	410	724034	0	0	0	0	0	0	0	0	0	0	0	0
Monticello Nuclear Plant	642	1308063	0	0	0	1	0	0	1	0	0	0	0	0
Monticello Nuclear Serv Co Empls	11	22,880	0	0	0	0	0	0	0	0	0	0	0	0
Prairie Island Nuclear Plant	751	1545597	0	0	0	5	0	0	5	0	0	0	0	0
Riverside - 2700 Marshall	284	509996	0	0	0	0	0	0	0	0	0	0	0	0
Sherco Plant	391	764540	0	2	7	8	236	26	17	0	0	0	0	0
Summary	3533	6938907	0	10	18	23	838	193	51	0	0	0	0	0

Event Number	Event Date	Event Cause	Event Cause Desc	Paid Sum
EV2009108243	1/13/2009	1110	Equipment Failure	0.00
EV2009108441	1/4/2009	1101	Abnormal Voltage	$487.00
EV2009108488	1/15/2009	1101	Abnormal Voltage	$1,369.20
EV2009108497	1/31/2009	1101	Abnormal Voltage	$140.50
EV2009108527	1/13/2009	1106	Conductors - Overhead	0.00
EV2009108550	2/3/2009	1134	Work Performed Electrical	$21.35
EV2009108551	1/24/2009	1122	Poles & Towers	$0.00
EV2009108553	1/12/2009	1106	Conductors - Overhead	$642.46
EV2009108608	2/16/2009	1129	Transformer Under Ground	$759.16
EV2009108624	2/16/2009	1110	Equipment Failure	0.00
EV2009108632	2/16/2009	1106	Conductors - Overhead	0.00
EV2009108677	2/23/2009	1101	Abnormal Voltage	$165.00
EV2009108720	2/28/2009	1110	Equipment Failure	0.00
EV2009108771	3/1/2009	1101	Abnormal Voltage	$126.50
EV2009108791	3/10/2009	1101	Abnormal Voltage	$175.00
EV2009108829	2/4/2009	1101	Abnormal Voltage	$212.00
EV2009108832	2/18/2009	1101	Abnormal Voltage	$0.00
EV2009108836	3/5/2009	1122	Poles & Towers	$1,120.00
EV2009108875	3/24/2009	1106	Conductors - Overhead	0.00
EV2009108891	1/30/2009	1134	Work Performed Electrical	$309.10
EV2009108892	3/5/2009	1110	Equipment Failure	0.00
EV2009108903	2/10/2009	1107	Conductors - Underground	0.00
EV2009108913	1/14/2009	1107	Conductors - Underground	$176.95
EV2009108940	3/6/2009	1101	Abnormal Voltage	$0.00
EV2009108948	4/6/2009	1106	Conductors - Overhead	$0.00
EV2009108949	1/19/2009	1130	Tree Trimming	$41.62
EV2009108958	4/6/2009	1122	Poles & Towers	$134.45
EV2009108960	3/29/2009	1101	Abnormal Voltage	0.00
EV2009108978	3/17/2009	1101	Abnormal Voltage	$190.00
EV2009108996	4/7/2009	1110	Equipment Failure	0.00
EV2009109004	2/15/2009	1101	Abnormal Voltage	$138.96
EV2009109027	2/15/2009	1101	Abnormal Voltage	$354.00
EV2009109078	2/13/2009	1107	Conductors - Underground	$934.00
EV2009109106	4/11/2009	1122	Poles & Towers	$4,066.88
EV2009109108	3/30/2009	1101	Abnormal Voltage	$0.00
EV2009109180	5/1/2009	1122	Poles & Towers	$550.00
EV2009109185	4/15/2009	1107	Conductors - Underground	$534.64
EV2009109202	2/10/2009	1106	Conductors - Overhead	$2,700.38
EV2009109205	4/24/2009	1136	Outage	0.00
EV2009109211	4/24/2009	1101	Abnormal Voltage	$233.42
EV2009109217	3/15/2009	1128	Transformer Overhead	0.00
EV2009109233	4/11/2009	1106	Conductors - Overhead	$691.70

Event Number	Event Date	Event Cause	Event Cause Desc	Paid Sum
EV2009109285	5/4/2009	1136	Outage	0.00
EV2009109292	1/15/2009	1130	Tree Trimming	0.00
EV2009109305	1/25/2009	1106	Conductors - Overhead	0.00
EV2009109307	3/3/2009	1107	Conductors - Underground	0.00
EV2009109309	2/15/2009	1122	Poles & Towers	$1,295.00
EV2009109363	3/28/2009	1101	Abnormal Voltage	$100.00
EV2009109377	4/16/2009	1136	Outage	$0.00
EV2009109381	5/18/2009	1101	Abnormal Voltage	$0.00
EV2009109414	5/6/2009	1122	Poles & Towers	$120.00
EV2009109475	6/2/2009	1106	Conductors - Overhead	$500.00
EV2009109483	5/20/2009	1122	Poles & Towers	$0.00
EV2009109501	6/8/2009	1136	Outage	$85.00
EV2009109538	5/20/2009	1101	Abnormal Voltage	0.00
EV2009109539	5/7/2009	1101	Abnormal Voltage	0.00
EV2009109567	4/6/2009	1101	Abnormal Voltage	0.00
EV2009109572	2/8/2009	1101	Abnormal Voltage	0.00
EV2009109584	5/13/2009	1101	Abnormal Voltage	$0.00
EV2009109603	6/10/2009	1101	Abnormal Voltage	$0.00
EV2009109629	6/17/2009	1134	Work Performed Electrical	$400.00
EV2009109632	6/15/2009	1101	Abnormal Voltage	0.00
EV2009109653	6/11/2009	1101	Abnormal Voltage	$0.00
EV2009109661	2/26/2009	1107	Conductors - Underground	0.00
EV2009109662	5/15/2009	1101	Abnormal Voltage	$1,798.78
EV2009109664	5/13/2009	1101	Abnormal Voltage	$0.00
EV2009109675	5/1/2009	1134	Work Performed Electrical	$300.00
EV2009109680	6/16/2009	1107	Conductors - Underground	0.00
EV2009109682	6/23/2009	1101	Abnormal Voltage	$0.00
EV2009109691	4/4/2009	1107	Conductors - Underground	$3,879.76
EV2009109695	5/18/2009	1136	Outage	0.00
EV2009109696	5/10/2009	1106	Conductors - Overhead	0.00
EV2009109702	6/22/2009	1101	Abnormal Voltage	$165.00
EV2009109727	4/1/2009	1101	Abnormal Voltage	0.00
EV2009109731	5/27/2009	1101	Abnormal Voltage	$678.30
EV2009109732	5/16/2009	1101	Abnormal Voltage	0.00
EV2009109745	5/21/2009	1106	Conductors - Overhead	$1,400.00
EV2009109785	6/23/2009	1106	Conductors - Overhead	$176.60
EV2009109797	5/15/2009	1101	Abnormal Voltage	$765.85
EV2009109806	6/29/2009	1106	Conductors - Overhead	$106.73
EV2009109811	6/17/2009	1106	Conductors - Overhead	$0.00
EV2009109825	6/27/2009	1101	Abnormal Voltage	$1,043.53
EV2009109827	3/31/2009	1101	Abnormal Voltage	$0.00
EV2009109854	6/23/2009	1110	Equipment Failure	0.00

Event Number	Event Date	Event Cause	Event Cause Desc	Paid Sum
EV2009109870	7/6/2009	1101	Abnormal Voltage	$671.00
EV2009109873	7/11/2009	1110	Equipment Failure	0.00
EV2009109876	6/22/2009	1101	Abnormal Voltage	$154.18
EV2009109893	7/15/2009	1101	Abnormal Voltage	$387.00
EV2009109906	3/27/2009	1107	Conductors - Underground	$80.00
EV2009109907	7/23/2009	1128	Transformer Overhead	$3,475.00
EV2009109909	7/9/2009	1101	Abnormal Voltage	$0.00
EV2009109937	6/18/2009	1106	Conductors - Overhead	$1,975.00
EV2009109958	6/22/2009	1101	Abnormal Voltage	$3,350.42
EV2009109969	4/22/2009	1101	Abnormal Voltage	0.00
EV2009109973	4/1/2009	1107	Conductors - Underground	0.00
EV2009109991	5/20/2009	1101	Abnormal Voltage	$0.00
EV2009110019	7/12/2009	1136	Outage	$0.00
EV2009110021	5/20/2009	1106	Conductors - Overhead	$3,200.00
EV2009110035	7/7/2009	1101	Abnormal Voltage	$0.00
EV2009110041	7/26/2009	1128	Transformer Overhead	$940.00
EV2009110045	8/10/2009	1134	Work Performed Electrical	$0.00
EV2009110053	7/16/2009	1107	Conductors - Underground	0.00
EV2009110071	6/19/2009	1106	Conductors - Overhead	$2,986.00
EV2009110072	7/10/2009	1128	Transformer Overhead	$684.80
EV2009110079	7/31/2009	1136	Outage	$0.00
EV2009110148	8/7/2009	1136	Outage	0.00
EV2009110151	8/17/2009	1101	Abnormal Voltage	$0.00
EV2009110156	7/3/2009	1122	Poles & Towers	0.00
EV2009110159	5/31/2009	1136	Outage	$275.00
EV2009110172	8/16/2009	1101	Abnormal Voltage	0.00
EV2009110190	8/13/2009	1136	Outage	0.00
EV2009110217	8/28/2009	1106	Conductors - Overhead	$150.00
EV2009110226	6/30/2009	1101	Abnormal Voltage	0.00
EV2009110228	7/20/2009	1107	Conductors - Underground	$437.79
EV2009110230	8/19/2009	1101	Abnormal Voltage	$150.00
EV2009110243	7/15/2009	1101	Abnormal Voltage	$5,416.89
EV2009110259	8/17/2009	1136	Outage	$0.00
EV2009110263	8/11/2009	1107	Conductors - Underground	$4,902.23
EV2009110284	2/24/2009	1136	Outage	$0.00
EV2009110289	8/4/2009	1130	Tree Trimming	0.00
EV2009110310	9/8/2009	1136	Outage	0.00
EV2009110315	8/8/2009	1134	Work Performed Electrical	$100.00
EV2009110325	4/20/2009	1101	Abnormal Voltage	$0.00
EV2009110338	8/16/2009	1136	Outage	0.00
EV2009110354	6/1/2009	1110	Equipment Failure	0.00
EV2009110355	7/23/2009	1110	Equipment Failure	$119.00

Event Number	Event Date	Event Cause	Event Cause Desc	Paid Sum
EV2009110365	6/24/2009	1107	Conductors - Underground	$20,279.00
EV2009110366	9/7/2009	1136	Outage	$0.00
EV2009110369	9/5/2009	1136	Outage	0.00
EV2009110373	8/9/2009	1133	Weather- Damage from	$0.00
EV2009110379	9/21/2009	1108	Contact with Electrical	$3,131.44
EV2009110426	9/27/2009	1108	Contact with Electrical	0.00
EV2009110430	6/23/2009	1107	Conductors - Underground	$0.00
EV2009110435	5/30/2009	1106	Conductors - Overhead	$0.00
EV2009110443	7/8/2009	1101	Abnormal Voltage	$90.00
EV2009110448	9/17/2009	1107	Conductors - Underground	0.00
EV2009110455	6/24/2009	1106	Conductors - Overhead	$400.00
EV2009110472	9/8/2009	1107	Conductors - Underground	$315.00
EV2009110495	8/8/2009	1110	Equipment Failure	0.00
EV2009110508	9/22/2009	1101	Abnormal Voltage	0.00
EV2009110533	8/19/2009	1107	Conductors - Underground	$0.00
EV2009110550	9/17/2009	1128	Transformer Overhead	$0.00
EV2009110558	8/8/2009	1110	Equipment Failure	0.00
EV2009110559	10/14/2009	1106	Conductors - Overhead	$52,005.21
EV2009110578	9/27/2009	1136	Outage	$0.00
EV2009110590	10/8/2009	1136	Outage	0.00
EV2009110627	9/29/2009	1128	Transformer Overhead	0.00
EV2009110628	9/14/2009	1122	Poles & Towers	$100.00
EV2009110630	9/23/2009	1101	Abnormal Voltage	0.00
EV2009110640	10/10/2009	1136	Outage	0.00
EV2009110644	7/21/2009	1101	Abnormal Voltage	$0.00
EV2009110653	9/2/2009	1107	Conductors - Underground	0.00
EV2009110659	9/1/2009	1107	Conductors - Underground	0.00
EV2009110664	10/12/2009	1106	Conductors - Overhead	$1,250.92
EV2009110669	9/5/2009	1101	Abnormal Voltage	$0.00
EV2009110671	9/15/2009	1101	Abnormal Voltage	$0.00
EV2009110697	10/23/2009	1107	Conductors - Underground	0.00
EV2009110700	10/16/2009	1110	Equipment Failure	0.00
EV2009110705	10/5/2009	1136	Outage	0.00
EV2009110715	9/9/2009	1107	Conductors - Underground	0.00
EV2009110717	10/22/2009	1106	Conductors - Overhead	$664.39
EV2009110726	10/16/2009	1110	Equipment Failure	0.00
EV2009110730	10/26/2009	1136	Outage	0.00
EV2009110739	9/24/2009	1101	Abnormal Voltage	$0.00
EV2009110741	10/16/2009	1136	Outage	$0.00
EV2009110747	10/30/2009	1122	Poles & Towers	$11,209.91
EV2009110749	10/6/2009	1110	Equipment Failure	$0.00
EV2009110779	11/1/2009	1110	Equipment Failure	$200.00

Event Number	Event Date	Event Cause	Event Cause Desc	Paid Sum
EV2009110789	7/8/2009	1110	Equipment Failure	$1,786.40
EV2009110801	8/24/2009	1101	Abnormal Voltage	$323.01
EV2009110807	9/10/2009	1101	Abnormal Voltage	$296.75
EV2009110827	10/30/2009	1101	Abnormal Voltage	$0.00
EV2009110835	11/1/2009	1101	Abnormal Voltage	$0.00
EV2009110836	10/26/2009	1101	Abnormal Voltage	$0.00
EV2009110867	8/5/2009	1101	Abnormal Voltage	0.00
EV2009110870	10/15/2009	1110	Equipment Failure	0.00
EV2009110871	10/5/2009	1110	Equipment Failure	0.00
EV2009110907	9/12/2009	1101	Abnormal Voltage	$0.00
EV2009110908	4/27/2009	1134	Work Performed Electrical	$600.00
EV2009110921	10/11/2009	1136	Outage	0.00
EV2009110922	8/7/2009	1122	Poles & Towers	$2,376.38
EV2009110948	7/4/2009	1107	Conductors - Underground	0.00
EV2009110961	6/24/2009	1106	Conductors - Overhead	0.00
EV2009110964	8/30/2009	1128	Transformer Overhead	0.00
EV2009110965	7/14/2009	1106	Conductors - Overhead	0.00
EV2009110968	9/26/2009	1101	Abnormal Voltage	0.00
EV2009110970	9/10/2009	1101	Abnormal Voltage	$341.75
EV2009111031	11/17/2009	1136	Outage	0.00
EV2009111032	10/1/2009	1110	Equipment Failure	$180.00
EV2009111038	7/31/2009	1106	Conductors - Overhead	$60.73
EV2009111048	9/15/2009	1134	Work Performed Electrical	$3,045.01
EV2009111077	9/24/2009	1107	Conductors - Underground	$165.00
EV2009111081	11/7/2009	1134	Work Performed Electrical	$400.00
EV2009111086	9/22/2009	1101	Abnormal Voltage	$7,346.56
EV2009111090	10/26/2009	1101	Abnormal Voltage	0.00
EV2009111114	8/24/2009	1128	Transformer Overhead	0.00
EV2009111116	9/26/2009	1101	Abnormal Voltage	0.00
EV2009111127	11/7/2009	1136	Outage	$65.00
EV2009111181	11/6/2009	1101	Abnormal Voltage	$0.00
EV2009111200	9/5/2009	1101	Abnormal Voltage	$0.00
EV2009111201	12/17/2009	1122	Poles & Towers	$1,179.13
EV2009111202	11/25/2009	1101	Abnormal Voltage	$473.53
EV2009111226	10/24/2009	1128	Transformer Overhead	0.00
EV2009111230	12/12/2009	1101	Abnormal Voltage	$0.00
EV2009111264	9/20/2009	1110	Equipment Failure	0.00
EV2009111265	12/25/2009	1136	Outage	0.00

PUBLIC DOCUMENT- SECURITY AND PRIVACY DATA HAVE BEEN EXCISED

#	Line	Date	Time	Duration /1 Hours	Minutes	Reasons for Interruption	Comments	Remedial steps that have been taken or will be taken to prevent future interruption
1		1/16/2009	10:38	0	15	Accidental Switch Error by Xcel		Relay crew repaired relay.
2		1/25/2009	17:29	0	38	Connector Failure Compr Sleeve		Repaired downed phase.
3		1/28/2009	9:58	0	39	Connector Failure Auto Splice		Repaired broken conductor.
4		2/16/2009	6:00	1	27	Phase down - Sleeve Failure		Repaired downed phase.
5		2/26/2009	2:03	0	56	Phase Down		Repaired downed phase.
				2	14			
				1	36			
6		4/19/2009	7:28	0	49	Pole Fire		Replaced pole.
7		4/24/2009	15:19	0	20	Transformer Sub Non-LTC		Replaced blown 69KV POT.
				2	34			
8		425/09	4:48	0	15	Pole Fire		Replaced pole.
				1	39			
9		5/14/2009	16:44	0	15	Switch OH Gang Operated		Repair switch.

1 Where applicable, partial restoration durations are also listed.

PUBLIC DOCUMENT- SECURITY AND PRIVACY DATA HAVE BEEN EXCISED

#	Line	Date	Time	Duration /1 Hours	Minutes	Reasons for Interruption	Comments	Remedial steps that have been taken or will be taken to prevent future interruption
10		5/15/2009	14:44	0	17	Insulator Glass/Porc Deadend		Replaced insulator.
11		5/20/2009	12:40	2	7	Conductor Contact - Floating		Broken groundwire repaired.
12		5/29/2009	7:24	8	44	Intentional Clear for Construct		No remedial action taken.
13		6/6/2009	14:45	0 7	9 30	Broken Poles		Poles replaced.
14		6/17/2009	20:06	0	11	Foreign Line, Tornado reported		No remedial action taken.

1 Where applicable, partial restoration durations are also listed.

Attachment D

efiled separately due to its voluminous nature

2009 Feeder Outage Information
Xcel Energy
MN Rule 7826.0500

					All levels, All Causes included			All Causes, Distribution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
Metro East				**Total**			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder ID	SAIFI	SAIDI	CAIDI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
1		5.00	1,633.00	326.60	5	5	1,633				5	5	1,633			
2		4.00	790.00	197.50	3	4	790				3	4	790			
3		3.34	606.73	181.45	12	214	38,831				12	214	38,831			
4		2.00	527.00	263.50	2	4	1,054				2	4	1,054			
5		4.16	512.84	123.29	27	4,093	504,633	0	1,972	315,520	19	3,915	480,581	8	178	24,052
6		2.08	511.10	245.89	10	2,168	533,082				9	2,157	532,290	1	11	792
7		2.63	361.87	137.48	21	3,356	461,390	2	2,124	339,840	16	2,927	414,717	5	429	46,673
8		3.10	301.48	97.11	3	208	20,199				3	208	20,199			
9		3.49	295.41	84.56	25	5,223	441,631				23	5,138	428,749	2	85	12,882
10		2.55	280.51	110.07	17	1,631	179,527				16	1,622	179,023	1	9	504
11		1.60	260.91	162.67	20	1,219	198,294				18	1,212	196,942	2	7	1,352
12		2.22	255.07	114.75	14	389	44,638				14	389	44,638			
13		2.40	240.13	100.09	24	4,045	404,866	1	1,685	269,600	24	4,045	404,866			
14		1.08	235.93	218.55	10	760	166,098				9	756	165,538	1	4	560
15		3.17	235.03	74.06	7	2,120	156,999	2	1,331	123,132	7	2,120	156,999			
16		1.82	221.06	121.13	24	2,564	310,585				15	2,505	306,311	9	59	4,274
17		0.39	218.73	556.76	2	33	18,373				2	33	18,373			
18		3.04	217.94	71.60	10	2,143	153,433	2	1,408	130,211	9	2,131	152,641	1	12	792
19		1.34	217.14	162.52	13	322	52,331				12	311	51,715	1	11	616
20		1.82	207.43	114.19	7	852	97,286				7	852	97,286			
21		2.10	205.98	97.97	24	4,180	409,496				22	4,161	407,997	2	19	1,499
22		2.15	202.00	94.14	5	103	9,696				5	103	9,696			
23		2.58	201.58	78.04	21	4,324	337,451				13	4,083	315,626	8	241	21,825
24		1.36	200.25	147.20	17	2,114	311,183	1	1,550	248,000	17	2,114	311,183			
25		2.28	197.28	86.51	22	5,072	438,760				18	4,778	405,635	4	294	33,125

(1) Based on Jan 1-Dec 31, year-end storm normalized data
"Total" includes all causes, all levels
"Bulk Power Supply" includes Distribution Substation, Transmission Substation, and Transmission Line levels, all cause codes
"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages

Metro East Poor Performing Feeders (2)
Based on performance Sept 2008 to Aug 2009

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	2.45	396.25	161.99	Pole Fire	Repaired at time of outage, no further action required
	0.96	381.94	396.26	Cable failure	Repaired at time of outage, no further action required
	1.52	196.33	129.02	Lighning Arresters & Tree Contac	Install arresters, replace insulators
	2.41	184.68	76.78	Tree Contact & Conductor Fatigue	Tap upgrade
	3.07	155.27	50.56	Pole Fire & Unknown	Install spacers

(2) Distribution outages only, storms are included

					All levels, All Causes included			All Causes, Distribution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
Metro West				**Total**			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder ID	SAIFI	SAIDI	CAIDI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
1		1.54	644.83	417.92	10	2,802	1,171,010				8	2,790	1,169,985	2	12	1,025
2		5.90	629.06	106.57	62	6,027	642,272	2	5,232	465,648	42	5,865	633,249	20	162	9,023
3		2.13	514.30	241.80	21	2,144	518,411				15	2,125	517,839	6	19	572
4		1.00	445.00	445.00	1	1	445	1	1	445	1	1	445			
5		1.99	377.86	189.54	86	4,932	934,816				74	4,846	922,187	12	86	12,629
6		0.91	343.17	376.37	112	3,814	1,435,475				88	3,443	1,388,293	24	371	47,182
7		3.53	333.07	94.48	24	2,933	277,112				19	2,892	271,681	5	41	5,431
8		1.57	325.43	207.09	3	11	2,278				2	4	1,697	1	7	581
9		3.38	322.42	95.44	11	250	23,859	1	87	9,918	6	215	18,689	5	35	5,170
10		2.36	312.60	132.50	17	1,064	140,981				13	1,033	136,243	4	31	4,738
11		2.07	309.17	149.46	20	1,901	284,131				16	1,862	275,593	4	39	8,538
12		2.63	307.13	116.61	82	5,610	654,194	1	2,119	194,948	47	5,322	618,119	35	288	36,075
13		3.30	261.08	79.15	68	4,087	323,479	2	2,463	219,190	44	4,005	314,743	24	82	8,736
14		1.40	259.21	184.89	33	2,675	494,569				27	2,598	488,822	6	77	5,747
15		2.73	255.42	93.70	5	169	15,836				5	169	15,836			
16		2.27	253.05	111.39	61	4,307	479,774	2	3,761	404,584	31	3,999	457,475	30	308	22,299
17		1.44	252.96	176.21	14	1,091	192,249				12	1,076	191,297	2	15	952
18		1.39	248.51	179.17	9	362	64,861				8	361	64,676	1	1	185
19		0.57	245.92	429.97	27	624	268,303				24	163	21,481	3	461	246,822
20		2.78	244.64	87.91	35	2,293	201,586				24	2,247	198,366	11	46	3,220
21		0.57	243.50	430.18	5	90	38,716				5	90	38,716			
22		3.27	243.24	74.37	30	7,313	543,884				24	7,244	535,602	6	69	8,282
23		1.61	243.00	150.75	15	706	106,432				14	705	106,417	1	1	15
24		1.87	242.96	129.94	18	1,451	188,539	1	712	84,016	17	1,449	188,441	1	2	98
25		1.31	231.68	177.01	27	1,195	211,521				25	1,192	211,130	2	3	391

(1) Based on Jan 1-Dec 31, year-end storm normalized data
"Total" includes all causes, all levels
"Bulk Power Supply" includes Distribution Substation, Transmission Substation, and Transmission Line levels, all cause codes
"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages

Metro West Poor Performing Feeders (2)
Based on performance Sept 2008 to Aug 2009

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	2.20	397.02	180.37	Cable failures	Install Pole wraps
	2.25	279.50	124.03	Poles & Animal Contact	Install new Fault Indicators, repair neutral
	2.80	228.65	81.54	Bushing & Cable	Install cable
	1.64	226.31	137.76	Connector & Lightning	Install switches, replace crossarm and reclosers
	1.77	214.07	120.82	Dig-In & Animal Contact	Upgrade fusing

(2) Distribution outages only, storms are included

					All levels, All Causes included			All Causes, Distribution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
	Northwest				**Total**			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder ID	SAIFI	SAIDI	CAIDI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
1		1.79	843.95	472.46	6	443	209,300				6	443	209,300			
2		0.98	442.62	450.00	1	300	135,000	1	300	135,000	1	300	135,000			
3		0.99	381.36	384.36	21	2,034	781,785				20	2,031	781,575	1	3	210
4		3.66	315.52	86.12	14	1,330	114,533	3	1,086	78,916	8	1,160	84,962	6	170	29,571
5		1.96	295.97	151.14	17	1,126	170,180	1	277	36,841	16	1,092	168,242	1	34	1,938
6		3.05	282.80	92.72	5	61	5,656	4	59	5,472	4	60	5,132	1	1	524
7		3.13	226.93	72.43	3	47	3,404	3	47	3,404	3	47	3,404			
8		3.03	221.23	73.07	6	1,856	135,615	3	1,844	134,010	5	1,848	134,463	1	8	1,152
9		1.35	207.87	154.51	20	861	133,035	2	647	50,457	19	462	129,843	1	399	3,192
10		1.60	203.93	127.57	16	1,079	137,650				14	959	130,810	2	120	6,840
11		3.22	177.20	55.04	21	3,976	218,843	3	3,682	185,394	20	3,945	215,588	1	31	3,255
12		1.48	175.08	118.58	44	3,291	390,257				40	2,716	280,485	4	575	109,772
13		2.23	172.69	77.35	13	2,150	166,300	2	1,913	136,828	11	2,036	161,056	2	114	5,244
14		1.09	170.17	156.56	2	50	7,828				2	50	7,828			
15		0.59	144.20	246.08	4	92	22,639				3	69	20,753	1	23	1,886
16		2.07	138.78	67.10	25	2,426	162,793				19	1,252	153,894	6	1,174	8,899
17		1.17	130.46	111.53	13	634	70,710				13	634	70,710			
18		1.04	119.97	115.38	24	995	114,808				22	602	97,160	2	393	17,648
19		1.57	111.82	71.11	38	1,203	85,546				37	436	76,342	1	767	9,204
20		0.74	111.78	151.17	18	1,098	165,989				15	661	142,463	3	437	23,526
21		1.41	106.65	75.59	22	855	64,628				21	854	64,601	1	1	27
22		1.34	105.20	78.67	32	2,105	165,590	1	1,571	98,973	26	1,823	149,135	6	282	16,455
23		0.39	104.91	266.41	12	241	64,205				10	232	63,673	2	9	532
24		1.26	101.87	80.54	11	960	77,323	1	755	47,565	10	913	66,701	1	47	10,622
25		0.82	99.78	121.23	31	814	98,682				21	288	40,458	10	526	58,224

(1) Based on Jan 1-Dec 31, year-end storm normalized data
"Total" includes all causes, all levels
"Bulk Power Supply" includes Distribution Substation, Transmission Substation, and Transmission Line levels, all cause codes
"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages

Northwest MN Poor Performing Feeders (2)
Based on performance Sept 2008 to Aug 2009

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	1.08	565.30	521.17	Transmission Pole	Repaired at time of failure, no further action
	1.10	424.45	384.42	Lightning	Add lightning arrestors, fault indicators
	1.20	334.51	278.38	Vegetation (trees, etc)	Install cutouts
	0.77	230.80	298.47	Overhead Equipment Failure	Replace poles/crossarms
	1.76	201.89	114.91	Lightning	Add lightning arrestors

(2) Distribution outages only, storms are included

					All levels, All Causes included			All Causes, Distribution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
	Southeast				**Total**			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder ID	SAIFI	SAIDI	CAIDI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
1		3.10	932.81	301.25	8	1,220	367,527	3	1,181	353,403	8	1,220	367,527			
2		3.02	898.60	297.80	8	2,073	617,341	3	2,061	616,239	8	2,073	617,341			
3		2.11	341.58	161.66	30	2,189	353,873				29	2,178	353,224	1	11	649
4		1.27	244.18	191.87	13	1,349	258,834				12	1,334	257,469	1	15	1,365
5		1.28	232.20	181.21	8	1,152	208,751				8	1,152	208,751			
6		1.21	205.97	170.09	14	999	169,923				11	915	165,898	3	84	4,025
7		2.03	201.64	99.21	14	3,581	355,285	2	3,500	346,060	13	3,575	353,995	1	6	1,290
8		3.06	201.30	65.77	4	505	33,215	3	495	32,505	4	505	33,215			
9		3.02	198.69	65.88	6	573	37,751	3	570	37,430	6	573	37,751			
10		2.22	198.12	89.28	26	1,935	172,759	2	1,736	141,449	20	1,780	148,487	6	155	24,272
11		0.74	196.98	264.57	19	306	80,959				19	306	80,959			
12		1.32	194.01	146.93	14	1,162	170,731				14	1,162	170,731			
13		2.23	187.92	84.09	12	1,037	87,197	2	930	65,100	11	572	83,942	1	465	3,255
14		0.93	184.00	198.85	28	1,685	335,057				25	1,676	333,221	3	9	1,836
15		1.21	173.70	143.49	16	943	135,309				16	943	135,309			
16		2.13	171.93	80.86	7	859	69,460	2	582	21,895	6	680	67,312	1	179	2,148
17		0.70	159.25	226.69	32	1,065	241,429				28	1,026	238,627	4	39	2,802
18		2.03	149.35	73.68	12	2,242	165,185	1	1,105	67,405	11	2,241	165,008	1	1	177
19		2.07	148.89	71.77	14	1,226	87,993	1	591	20,094	14	1,226	87,993			
20		0.61	141.66	230.69	15	767	176,936				13	703	175,742	2	64	1,194
21		1.49	140.83	94.36	21	1,367	128,996	1	916	55,876	20	1,362	128,226	1	5	770
22		2.00	135.59	67.80	2	88	5,966	1	44	1,496	2	88	5,966			
23		0.66	130.25	196.59	29	430	84,535				29	430	84,535			
24		1.16	129.29	111.04	9	595	66,067				8	576	64,224	1	19	1,843
25		2.02	128.18	63.34	12	1,967	124,592	1	972	19,440	11	1,959	124,440	1	8	152

(1) Based on Jan 1-Dec 31, year-end storm normalized data
"Total" includes all causes, all levels
"Bulk Power Supply" includes Distribution Substation, Transmission Substation, and Transmission Line levels, all cause codes
"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages

Southeast MN Poor Performing Feeders (2)
Based on performance Sept 2008 to Aug 2009

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	0.9067	437.78	482.83	Storms and tree contact	Storm, no further action warranted
	1.4359	252.63	175.94	Pole Fire	Single event, no further action warranted
	2.2733	240.20	105.66	Connector and Cable outage	Feeder tied to another feeder when faulted, no action
	1.0172	194.66	191.36	Pole Fire	Single event, no further action warranted
	1.2997	193.11	148.58	Connector	Feeder tied to another feeder when faulted, no action

(2) Distribution outages only, storms are included

A. The number and percentage of customer meters read by utility personnel (Company).

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Utility (Company)
January	1,507,337	151,707	9,187	4,738	1,672,969	1,746,843	95.77%
February	1,459,365	147,158	8,788	4,693	1,620,004	1,659,352	97.63%
March	1,644,986	168,165	9,988	5,276	1,828,415	1,859,972	98.30%
April	1,541,324	154,954	9,129	4,929	1,710,336	1,737,810	98.42%
May	1,486,176	149,000	9,035	4,759	1,648,970	1,678,885	98.22%
June	1,594,018	162,118	9,419	5,086	1,770,641	1,813,075	97.66%
July	1,551,225	154,209	9,174	4,930	1,719,538	1,756,894	97.87%
August	1,607,566	162,253	9,510	5,076	1,784,405	1,819,614	98.07%
September	1,558,205	155,790	8,984	4,910	1,727,889	1,756,579	98.37%
October	1,569,065	158,465	9,305	5,016	1,741,851	1,771,208	98.34%
November	1,496,081	150,352	8,448	4,666	1,659,547	1,684,081	98.54%
December	1,500,774	145,535	8,379	4,685	1,659,373	1,683,006	98.60%

B. The number and percentage of customer meters read by customers.

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Customer
January	202	13		1	216	1,746,843	0.01%
February	145	5		2	152	1,659,352	0.01%
March	134	8			142	1,859,972	0.01%
April	116	6	1	1	124	1,737,810	0.01%
May	127	12			139	1,678,885	0.01%
June	111	8			119	1,813,075	0.01%
July	124	10			134	1,756,894	0.01%
August	129	8			137	1,819,614	0.01%
September	98	4			102	1,756,579	0.01%
October	119	5			124	1,771,208	0.01%
November	103	4	2		109	1,684,081	0.01%
December	112	14	1		127	1,683,006	0.01%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Residential

MESSAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO ANSWER	217	313	343	331	282	291	289	272	261	230	195	179	3,203	35.51%
DOOR LOCKED	80	103	126	138	116	139	142	83	94	90	77	81	1,269	14.07%
NO READING RETURNED	183	109	139	155	114	81	77	75	97	73	62	54	1,219	13.51%
VACANT	60	68	78	49	53	53	21	40	18	19	20	19	498	5.52%
Estimate	240	73	32	1	17	64	1	0	0	0	0	0	428	4.74%
GATE PROBLEM	32	48	53	37	41	36	25	32	18	28	28	17	395	4.38%
DOG	11	16	20	28	36	30	29	32	37	36	32	20	327	3.62%
NO KEY	14	49	47	49	25	15	24	17	11	12	18	15	296	3.28%
NO ACCESS BACK YARD	7	5	15	24	12	21	17	17	18	16	17	6	175	1.94%
KEY DOES NOT WORK	3	20	12	25	27	21	14	13	7	10	5	2	159	1.76%
METER BLOCKED	9	10	9	15	11	14	9	10	14	6	5	7	119	1.32%
METER REMOVED	11	10	18	18	11	12	7	8	3	4	3	4	109	1.21%
NO WINDOW CARD	6	7	13	13	9	10	8	9	9	7	5	1	97	1.08%
HAZARDOUS CONDITIONS	6	11	10	9	7	11	7	4	8	7	5	5	90	1%
GARAGE LOCKED	7	12	12	10	9	6	5	6	9	2	3	4	85	0.94%
SERVICE CUT AT POLE	8	4	6	4	18	2	2	20	12	5	1	2	84	0.93%
CUSTOMER READING	5	3	10	6	8	6	8	7	6	14	4	4	81	0.90%
NO DISPLAY CODES	7	5	6	11	7	5	8	5	3	7	6	7	77	0.85%
OC Meter Maint	7	4	5	3	6	6	1	3	1	0	1	1	38	0.42%
OC CellNet New: no premise ID	7	6	6	4	4	3	3	0	1	1	2	0	37	0.41%
READ REQUIRES APPT	0	1	4	5	3	0	0	2	5	5	7	1	33	0.37%
CUST REQUESTS SKIP	3	0	2	2	1	6	2	3	0	1	3	1	24	0.27%
SEASONAL	3	3	12	1	2	0	0	0	0	0	2	1	24	0.27%
HANDHELD ESTIMATE	3	0	1	5	0	2	0	3	4	0	0	1	19	0.21%
METER BROKEN	2	3	3	1	0	1	1	0	1	2	2	2	18	0.20%
SUPERVISOR ESTIMATE	3	7	6	0	0	0	0	0	0	0	0	0	16	0.18%
CANNOT LOCATE	3	1	1	0	1	3	3	0	1	0	2	0	15	0.17%
BAD ROAD	2	3	2	1	1	0	0	0	0	0	1	2	12	0.13%
PAINTED OVER	1	1	2	1	1	2	1	1	1	1	0	0	12	0.13%
SNOW/MUD	4	2	4	1	0	0	0	0	0	0	0	1	12	0.13%
ABS MCC Calc Reading	3	0	1	2	0	0	0	2	3	0	0	0	11	0.12%
REFUSED ADMITTANCE	2	2	0	1	2	0	2	0	0	0	1	1	11	0.12%
NO DEMAND RDG	3	0	0	0	2	0	0	1	0	0	0	1	7	0.08%
OC Stale Reads	0	0	0	0	1	0	0	1	0	2	3	0	7	0.08%
DOG NEXT DOOR	0	0	0	1	0	0	2	0	0	0	0	0	3	0.03%
ABS Stale Reads - MCC	0	0	0	1	1	0	0	0	0	0	0	0	2	0.02%
OC Data Corrupt	0	0	0	0	0	0	0	0	0	2	0	0	2	0.02%
OC Record Mismatch	0	1	0	0	0	0	0	0	0	0	0	1	2	0.02%
Bad Ert	0	0	0	0	0	0	0	0	0	1	0	0	1	0.01%
CUST MISSED APPOINTMENT	0	0	0	0	0	0	0	1	0	0	0	0	1	0.01%
FROSTED GLASS	0	0	0	1	0	0	0	0	0	0	0	0	1	0.01%

NO ADULT	0	0	0	0	0	1	0	0	0	0	0	0	1	0.01%
WRONG ROUTE	0	0	0	0	0	0	0	1	0	0	0	0	1	0.01%
TOTAL	952	900	998	953	828	841	708	668	642	581	510	440	9,021	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Commercial

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent of Total**
NO READING RETURNED	113	98	101	86	68	66	41	44	41	24	11	16	709	30.43%
DOOR LOCKED	30	31	37	48	43	45	43	42	32	25	28	23	427	18.33%
NO DISPLAY CODES	9	15	11	16	11	17	18	13	19	12	9	16	166	7.12%
NO ANSWER	7	5	13	11	7	13	5	10	5	9	5	14	104	4.46%
GATE PROBLEM	6	5	9	12	9	17	12	6	4	8	7	4	99	4.25%
NO KEY	9	11	8	7	9	6	2	2	10	12	12	7	95	4.08%
ABS Data Corrupt - MCC	10	13	10	9	8	6	2	2	4	3	1	2	70	3%
VACANT	8	5	11	9	5	5	9	3	3	2	2	2	64	2.75%
CANNOT LOCATE	8	8	7	4	8	6	5	4	2	5	2	3	62	2.66%
SEASONAL	5	11	8	13	5	1	4	5	5	1	1	1	60	2.58%
HAZARDOUS CONDITIONS	4	3	14	9	6	4	5	3	4	4	1	0	57	2.45%
METER REMOVED	8	6	9	6	1	6	2	2	6	6	2	1	55	2.36%
Estimate	18	12	3	0	1	0	1	0	0	0	0	0	35	1.50%
METER BLOCKED	3	5	4	0	6	2	4	2	4	4	1	0	35	1.50%
BAD ROAD	8	6	2	3	2	2	2	1	1	2	0	4	33	1.42%
KEY DOES NOT WORK	2	2	2	3	4	4	3	2	1	3	1	2	29	1.24%
ABS MCC Calc Reading	3	3	3	1	2	1	2	2	3	3	2	1	26	1.12%
NO DEMAND RDG	1	6	2	5	7	2	2	0	0	0	0	1	26	1.12%
HANDHELD ESTIMATE	2	1	2	1	2	3	0	2	3	3	1	2	22	0.94%
SERVICE CUT AT POLE	3	4	2	1	0	1	1	3	2	1	2	0	20	0.86%
ABS Stale Reads - MCC	4	0	0	4	3	1	3	4	0	0	0	0	19	0.82%
GARAGE LOCKED	0	2	2	2	3	2	3	0	1	1	0	1	17	0.73%
CUSTOMER READING	0	1	2	1	1	2	0	1	1	1	1	1	12	0.52%
OC CellNet New: no premise ID	1	1	0	0	0	0	0	0	4	3	2	1	12	0.52%
CUST REQUESTS SKIP	1	0	1	1	0	1	1	1	1	1	1	2	11	0.47%
METER BROKEN	3	1	2	1	1	0	1	2	0	0	0	0	11	0.47%
SNOW/MUD	2	1	3	1	3	0	0	0	0	0	0	0	10	0.43%
OC Meter Maint	1	0	1	0	5	0	1	0	0	0	0	1	9	0.39%
WRONG ROUTE	1	2	1	2	2	0	0	0	0	0	0	0	8	0.34%
DOG	0	2	1	0	1	1	2	0	0	0	0	0	7	0.30%
READ REQUIRES APPT	1	2	1	1	0	0	0	0	0	0	2	0	7	0.30%
SUPERVISOR ESTIMATE	2	1	3	0	0	0	0	0	0	0	0	0	6	0.26%
NO ACCESS BACK YARD	0	0	0	0	0	0	0	0	0	1	1	0	2	0.09%
REFUSED ADMITTANCE	0	0	0	0	0	1	0	0	1	0	0	0	2	0.09%
CLOSED LOOP	0	0	0	0	0	0	0	0	1	0	0	0	1	0.04%
OC Record Mismatch	0	0	0	0	0	0	0	0	0	0	0	1	1	0.04%
OC Stale Reads	0	0	0	0	0	0	0	0	0	0	1	0	1	0.04%
TOTAL	273	263	275	257	223	215	174	156	158	134	96	106	2,330	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Industrial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO READING RETURNED	33	35	34	31	28	30	29	29	27	18	11	13	318	68.09%
ABS Data Corrupt - MCC	3	2	2	2	4	2	2	4	5	4	2	0	32	6.85%
CUSTOMER READING	4	1	0	1	3	1	5	1	4	2	3	2	27	5.78%
METER REMOVED	0	3	3	3	4	1	1	1	0	0	1	0	17	3.64%
SEASONAL	0	0	3	3	1	1	1	1	0	3	3	1	17	3.64%
SUPERVISOR ESTIMATE	0	0	0	0	0	0	2	2	2	2	1	1	10	2.14%
DOOR LOCKED	1	1	1	1	1	0	0	0	0	0	1	2	8	1.71%
ABS MCC Calc Reading	0	1	0	1	0	0	2	0	1	2	0	0	7	1.50%
AMR	0	0	1	0	1	2	0	1	0	0	0	1	6	1.28%
HANDHELD ESTIMATE	0	0	1	0	0	0	0	0	3	0	1	1	6	1.28%
VACANT	0	0	1	1	1	2	1	0	0	0	0	0	6	1.28%
NO DISPLAY CODES	1	1	0	0	0	0	0	1	0	0	0	0	3	0.64%
SERVICE CUT AT POLE	1	1	1	0	0	0	0	0	0	0	0	0	3	0.64%
ABS Stale Reads - MCC	0	0	0	0	0	0	0	1	0	0	0	0	1	0.21%
BAD ROAD	1	0	0	0	0	0	0	0	0	0	0	0	1	0.21%
Estimate	0	0	0	1	0	0	0	0	0	0	0	0	1	0.21%
KEY DOES NOT WORK	1	0	0	0	0	0	0	0	0	0	0	0	1	0.21%
NO ANSWER	0	0	0	0	0	0	0	0	0	0	0	1	1	0.21%
NO KEY	1	0	0	0	0	0	0	0	0	0	0	0	1	0.21%
SNOW/MUD	0	0	0	1	0	0	0	0	0	0	0	0	1	0.21%
TOTAL	46	45	47	45	43	39	43	41	42	31	23	22	467	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Other

MESSAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO READING RETURNED	22	22	27	19	21	19	19	15	17	13	10	7	211	73.26%
HANDHELD ESTIMATE	9	6	2	5	0	5	8	8	0	2	1	1	47	16.32%
GATE PROBLEM	0	0	1	1	1	1	0	0	8	0	1	1	14	4.86%
HAZARDOUS CONDITIONS	0	2	0	2	5	2	0	0	0	0	0	0	11	3.82%
CANNOT LOCATE	1	0	0	0	0	0	0	0	0	1	0	0	2	0.69%
CUSTOMER READING	0	0	0	0	0	0	0	0	0	1	0	0	1	0.35%
DOOR LOCKED	0	0	0	0	0	0	0	1	0	0	0	0	1	0.35%
WRONG ROUTE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.35%
TOTAL	33	30	30	27	27	27	27	24	25	17	12	9	288	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Residential

MESSAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO ANSWER	73	100	116	114	125	118	144	121	112	102	85	78	1,288	40.63%
DOOR LOCKED	24	37	42	39	36	53	72	32	38	40	29	26	468	14.76%
NO READING RETURNED	35	23	27	26	23	24	29	23	41	25	19	18	313	9.87%
VACANT	28	32	26	25	8	40	15	31	12	7	12	9	245	7.73%
Estimate	62	20	8	0	5	28	1	0	0	0	0	0	124	3.91%
NO KEY	4	11	15	20	13	9	6	6	6	5	3	3	101	3.19%
GATE PROBLEM	6	7	7	9	8	8	8	10	2	5	6	4	80	2.52%
NO ACCESS BACK YARD	1	2	7	6	7	9	7	8	7	7	9	2	72	2.27%
SERVICE CUT AT POLE	1	0	2	2	17	1	2	18	12	5	0	0	60	1.89%
CUSTOMER READING	4	2	6	5	7	2	5	7	3	8	3	4	56	1.77%
DOG	2	0	1	3	4	6	7	7	9	5	7	5	56	1.77%
HAZARDOUS CONDITIONS	1	5	3	3	5	8	3	2	2	3	1	1	37	1.17%
METER BLOCKED	1	3	3	3	2	3	2	5	6	1	2	6	37	1.17%
NO WINDOW CARD	1	1	4	4	3	3	4	3	4	4	3	1	35	1.10%
NO DISPLAY CODES	1	1	2	3	4	4	4	4	2	2	4	3	34	1.07%
KEY DOES NOT WORK	0	4	2	2	3	3	3	3	2	3	2	1	28	0.88%
READ REQUIRES APPT	0	0	3	5	2	0	0	2	3	2	5	0	22	0.69%
GARAGE LOCKED	1	1	1	3	3	2	1	1	2	1	0	1	17	0.54%
CUST REQUESTS SKIP	2	0	1	1	0	5	1	2	0	1	1	1	15	0.47%
OC Meter Maint	3	2	2	1	4	1	0	0	0	0	0	0	13	0.41%
METER REMOVED	2	0	0	1	0	0	1	1	1	2	1	1	10	0.32%
OC CellNet New: no premise ID	0	0	0	1	2	3	3	0	0	0	0	0	9	0.28%
CANNOT LOCATE	1	1	0	0	0	1	0	0	1	0	2	0	6	0.19%
HANDHELD ESTIMATE	0	0	0	2	0	1	0	1	1	0	0	1	6	0.19%
METER BROKEN	0	1	2	0	0	0	1	0	0	0	1	1	6	0.19%
ABS MCC Calc Reading	1	0	1	1	0	0	0	1	1	0	0	0	5	0.16%
SEASONAL	1	2	1	0	1	0	0	0	0	0	0	0	5	0.16%
SUPERVISOR ESTIMATE	1	3	1	0	0	0	0	0	0	0	0	0	5	0.16%
REFUSED ADMITTANCE	0	1	0	0	0	0	2	0	0	0	1	0	4	0.13%
NO DEMAND RDG	0	0	0	0	1	0	0	1	0	0	0	1	3	0.09%
PAINTED OVER	0	0	0	1	1	1	0	0	0	0	0	0	3	0.09%
BAD ROAD	1	1	0	0	0	0	0	0	0	0	0	0	2	0.06%
SNOW/MUD	1	0	0	0	0	0	0	0	0	0	0	1	2	0.06%
Bad Ert	0	0	0	0	0	0	0	0	0	1	0	0	1	0.03%
CUST MISSED APPOINTMENT	0	0	0	0	0	0	0	1	0	0	0	0	1	0.03%
OC Record Mismatch	0	1	0	0	0	0	0	0	0	0	0	0	1	0.03%
TOTAL	258	261	283	280	284	333	321	290	267	229	196	168	3,170	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Commercial

MESSAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO READING RETURNED	31	33	32	27	29	31	22	18	20	12	5	7	267	27.41%
DOOR LOCKED	16	16	22	20	23	22	22	24	16	15	12	5	213	21.87%
NO DISPLAY CODES	3	7	5	7	5	8	11	11	13	6	4	7	87	8.93%
GATE PROBLEM	2	3	2	3	4	7	5	3	2	4	3	3	41	4.21%
NO ANSWER	5	0	3	4	2	4	3	6	5	5	0	3	40	4.11%
SEASONAL	2	5	2	9	4	1	4	5	4	1	1	1	39	4%
CANNOT LOCATE	1	3	3	2	6	4	4	2	1	2	2	1	31	3.18%
HAZARDOUS CONDITIONS	3	1	4	3	3	3	3	3	2	2	1	0	28	2.87%
VACANT	2	2	3	5	2	3	5	2	1	1	2	0	28	2.87%
NO KEY	2	2	0	1	3	2	1	2	3	2	2	2	22	2.26%
METER BLOCKED	2	3	2	0	3	1	3	1	2	0	0	0	17	1.75%
NO DEMAND RDG	1	3	1	4	4	2	0	0	0	0	0	1	16	1.64%
ABS Data Corrupt - MCC	3	6	1	2	2	1	0	0	0	0	0	0	15	1.54%
METER REMOVED	2	1	1	2	0	2	1	1	1	2	0	0	13	1.33%
CUSTOMER READING	0	1	2	1	1	2	0	1	1	1	1	1	12	1.23%
GARAGE LOCKED	0	2	2	1	1	1	2	0	1	1	0	1	12	1.23%
Estimate	5	4	1	0	0	0	1	0	0	0	0	0	11	1.13%
SERVICE CUT AT POLE	1	0	0	1	0	1	1	2	2	1	2	0	11	1.13%
ABS MCC Calc Reading	1	2	3	1	0	0	0	0	1	0	0	1	9	0.92%
ABS Stale Reads - MCC	4	0	0	1	2	0	1	1	0	0	0	0	9	0.92%
HANDHELD ESTIMATE	0	0	0	0	0	2	0	1	3	2	0	0	8	0.82%
BAD ROAD	1	0	0	1	0	1	1	0	0	1	0	2	7	0.72%
KEY DOES NOT WORK	1	1	0	3	1	0	0	0	1	0	0	0	7	0.72%
CUST REQUESTS SKIP	1	0	0	0	0	0	0	0	1	1	1	2	6	0.62%
SUPERVISOR ESTIMATE	2	1	3	0	0	0	0	0	0	0	0	0	6	0.62%
METER BROKEN	1	1	0	0	1	0	0	2	0	0	0	0	5	0.51%
SNOW/MUD	1	0	0	0	2	0	0	0	0	0	0	0	3	0.31%
OC CellNet New: no premise ID	1	1	0	0	0	0	0	0	0	0	0	0	2	0.21%
OC Meter Maint	0	0	0	0	1	0	0	0	0	0	0	1	2	0.21%
READ REQUIRES APPT	1	1	0	0	0	0	0	0	0	0	0	0	2	0.21%
WRONG ROUTE	0	1	0	0	1	0	0	0	0	0	0	0	2	0.21%
CLOSED LOOP	0	0	0	0	0	0	0	0	1	0	0	0	1	0.10%
DOG	0	0	0	0	0	0	1	0	0	0	0	0	1	0.10%
NO ACCESS BACK YARD	0	0	0	0	0	0	0	0	0	0	1	0	1	0.10%
TOTAL	95	100	92	98	100	98	91	85	81	59	37	38	974	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Industrial

MESSAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO READING RETURNED	23	22	21	21	22	24	24	23	22	13	9	11	235	80.76%
CUSTOMER READING	0	0	0	0	0	0	2	1	4	2	3	2	14	4.81%
ABS Data Corrupt - MCC	2	0	1	1	1	1	0	1	1	1	0	0	9	3.09%
METER REMOVED	0	1	1	1	2	0	0	1	0	0	1	0	7	2.41%
SEASONAL	0	0	0	0	0	0	0	0	0	3	3	1	7	2.41%
DOOR LOCKED	1	1	1	1	1	0	0	0	0	0	0	1	6	2.06%
HANDHELD ESTIMATE	0	0	1	0	0	0	0	0	2	0	1	1	5	1.72%
ABS MCC Calc Reading	0	1	0	0	0	0	1	0	0	0	0	0	2	0.69%
NO DISPLAY CODES	1	1	0	0	0	0	0	0	0	0	0	0	2	0.69%
SUPERVISOR ESTIMATE	0	0	0	0	0	0	0	0	1	1	0	0	2	0.69%
AMR	0	0	0	0	0	0	0	0	0	0	0	1	1	0.34%
KEY DOES NOT WORK	1	0	0	0	0	0	0	0	0	0	0	0	1	0.34%
TOTAL	28	26	25	24	26	25	27	26	30	20	17	17	291	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Other

MESSAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent of Total
NO READING RETURNED	15	15	20	16	18	19	19	15	17	11	10	7	182	73.39%
HANDHELD ESTIMATE	7	5	2	5	0	5	8	7	0	2	0	0	41	16.53%
HAZARDOUS CONDITIONS	0	2	0	2	5	2	0	0	0	0	0	0	11	4.44%
GATE PROBLEM	0	0	0	0	1	1	0	0	6	0	1	1	10	4.03%
CANNOT LOCATE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.40%
CUSTOMER READING	0	0	0	0	0	0	0	0	0	1	0	0	1	0.40%
DOOR LOCKED	0	0	0	0	0	0	0	1	0	0	0	0	1	0.40%
WRONG ROUTE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.40%
TOTAL	23	22	22	23	24	27	27	23	23	15	11	8	248	100%

PUBLIC VERSION

	Jan-09		Feb-09		Mar-09		Apr-09		May-09		Jun-09		Jul-09		Aug-09		Sep-09		Oct-09		Nov-09		Dec-09		Total 2008	
	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C
Number of customers who received disconnect notices[1]	102,070	12,353	100,920	6,576	112,470	4,503	108,858	6,454	90,954	11,946	89,612	3,746	85,794	5,899	97,115	5,832	97,734	8,332	107,021	12,308	93,424	772	100,085	8,548	1,186,057	87,269
Number of customers who sought cold weather rule protection[1, 2]																										
Sought	17,416		17,858		22,578		15,500		0		0		0		0		0		24,337		21,032		22,141		140,862	0
Granted	17,416		17,858		22,578		15,500		0		0		0		0		0		24,337		21,032		22,141		140,862	0
Number of customers locked for nonpayment	1,172	72	1,787	67	1,508	109	3,584	125	3,959	103	4,267	63	3,858	70	3,358	52	3,109	49	745	106	1,505	47	760	14	29,612	877
Number of total customers restored to service within 24 hours	674	29	987	23	844	32	1,094	27	1,222	19	1,612	11	1,523	18	1,361	12	1,230	10	239	28	809	6	428	0	11,214	209
Number of customers restored to service with pay arrangements	37	1	39	1	39	1	183	0	208	0	257	0	171	1	106	0	128	0	25	0	40	0	20	0	1,253	4
Number of customers requesting emergency medical account status																										
Requested	84	0	98	0	113	0	151	0	144	0	198	0	175	0	225	0	278	0	135	0	99	0	83	0	1,783	
Denied[3]	69	0	86	0	88	0	92	0	109	0	165	0	130	0	184	0	142	0	98	0	72	0	57	0	1,292	

1 The data for customers receiving disconnect notices and seeking cold weather rule protection represents a combination of gas and electric customers. For those customers receiving gas and electric service, the disconnect is due to the total amount of regulated charges overdue. Thus the ability to track disconnects due to electric non-payment would be difficult since Xcel Energy's customer service system does not have the functionality to sort the data in this manner.

2 Due to changes in state law, cold weather rule protection specific to low-income is not tracked by the system. The company recognizes as a matter of policy customers that entered into payment arrangements with the company as being protected under the cold weather rule.

3 Reasons for denial of emergency medical account status
Customer did not return form
Doctor refused to certify as Medical/Life Support

2009 MN Electric Service Installation

Commercial

New Service Lateral Installations

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Total 2009
# Service Installations	10	5	3	6	11	5	7	6	23	17	12	12	**117**
Avg days to complete from customer and site ready	5	1	2	3	8	3	5	4	13	12	7	4	**6**

Residential

New Service Lateral Installations

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Total 2009
# Service Installations	158	118	104	151	173	193	221	227	234	212	308	192	**2,291**
Avg days to complete from customer and site ready	8	5	7	4	2	3	2	2	3	3	4	4	**4**

Xcel Energy
Service Quality Report 2009
Minn. R. 7826.1700 - Call Center Response Time
Minnesota Service Level - Including Credit Calls

Docket No. E002/M-10-___
Attachment I

		January	February	March	April	May	June	July	August	September	October	November	December	2009
1	All **Residential** Calls offered to Agents	118,610	129,414	141,506	158,319	160,041	178,093	176,143	182,985	146,159	140,721	110,623	101,971	1,744,585
2	All **BSC** Calls Offered to Agents	4,933	4,743	5,569	5,099	4,605	4,803	4,461	4,337	4,092	4,327	3,708	3,812	54,489
3	All **Credit** Calls Offered to Agents	30,106	24,768	27,354	28,257	18,717	17,939	16,125	21,644	50,412	46,896	40,670	37,728	360,616
4	All Calls Offered to Agents	153,649	158,925	174,429	191,675	183,363	200,835	196,729	208,966	200,663	191,944	155,001	143,511	2,159,690
6	All **Residential** Calls Answered by Agents within 20 seconds	97,151	109,018	120,455	132,832	140,370	154,963	143,757	144,663	115,972	113,058	89,536	89,091	1,450,866
7	All **BSC** Calls Answered by Agents within 20 seconds	3,575	3,307	3,658	4,346	3,591	3,542	3,715	3,477	3,438	3,364	3,108	3,072	42,193
8	All **Credit** Calls Answered by Agents within 20 seconds	18,795	16,704	16,619	19,670	16,054	16,401	15,059	14,503	14,518	16,037	18,638	23,299	206,297
9	All Calls Answered by Agents within 20 seconds	119,521	129,029	140,732	156,848	160,015	174,906	162,531	162,643	133,928	132,459	111,282	115,462	1,699,356
11	Billing Calls Handled by IVR	113,182	99,722	108,746	106,531	106,180	109,471	107,853	108,470	105,640	115,425	111,208	117,625	1,310,053
13	Outage Calls Handled by IVR	8,247	11,285	13,882	14,067	18,935	33,962	18,612	27,630	22,331	22,490	11,735	13,292	216,468
14	Outage Calls Offered to Agents	2,230	5,042	5,191	6,260	7,928	11,450	7,599	12,836	12,019	13,089	7,229	7,787	98,660
15	Total Outage Calls	10,477	16,327	19,073	20,327	26,863	45,412	26,211	40,466	34,350	35,579	18,964	21,079	315,128
17	All Calls Offered to Agents + Outage Calls Handled by IVR	161,896	170,210	188,311	205,742	202,298	234,797	215,341	236,596	222,994	214,434	166,736	156,803	2,376,158
18	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	127,768	140,314	154,614	170,915	178,950	208,868	181,143	190,273	156,259	154,949	123,017	128,754	1,915,824
20	Service Level (not including billing calls handled by IVR)	**78.9%**	**82.4%**	**82.1%**	**83.1%**	**88.5%**	**89.0%**	**84.1%**	**80.4%**	**70.1%**	**72.3%**	**73.8%**	**82.1%**	**80.6%**
22	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	275,078	269,932	297,057	312,273	308,478	344,268	323,194	345,066	328,634	329,859	277,944	274,428	3,686,211
23	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	240,950	240,036	263,360	277,446	285,130	318,339	288,996	298,743	261,899	270,374	234,225	246,379	3,225,877
25	Service Level (including billing calls handled by IVR)	**87.6%**	**88.9%**	**88.7%**	**88.8%**	**92.4%**	**92.5%**	**89.4%**	**86.6%**	**79.7%**	**82.0%**	**84.3%**	**89.8%**	**87.5%**

Notes:

20	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)
25	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park, at the Credit call centers at Amarillo and Centre Pointe.
	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
Service Quality Report 2009
Minn. R. 7826.1700 - Call Center Response Time
Minnesota Service Level - Excluding Credit Calls

		January	February	March	April	May	June	July	August	September	October	November	December	2009
1	All **Residential** Calls offered to Agents	118,610	129,414	141,506	158,319	160,041	178,093	176,143	182,985	146,159	140,721	110,623	101,971	1,744,585
2	All **BSC** Calls Offered to Agents	4,933	4,743	5,569	5,099	4,605	4,803	4,461	4,337	4,092	4,327	3,708	3,812	54,489
4	All Calls Offered to Agents	123,543	134,157	147,075	163,418	164,646	182,896	180,604	187,322	150,251	145,048	114,331	105,783	1,799,074
6	All **Residential** Calls Answered by Agents within 20 seconds	97,151	109,018	120,455	132,832	140,370	154,963	143,757	144,663	115,972	113,058	89,536	89,091	1,450,866
7	All **BSC** Calls Answered by Agents within 20 seconds	3,575	3,307	3,658	4,346	3,591	3,542	3,715	3,477	3,438	3,364	3,108	3,072	42,193
9	All Calls Answered by Agents within 20 seconds	100,726	112,325	124,113	137,178	143,961	158,505	147,472	148,140	119,410	116,422	92,644	92,163	1,493,059
11	Billing Calls Handled by IVR	113,182	99,722	108,746	106,531	106,180	109,471	107,853	108,470	105,640	115,425	111,208	117,625	1,310,053
13	Outage Calls Handled by IVR	8,247	11,285	13,882	14,067	18,935	33,962	18,612	27,630	22,331	22,490	11,735	13,292	216,468
14	Outage Calls Offered to Agents	2,230	5,042	5,191	6,260	7,928	11,450	7,599	12,836	12,019	13,089	7,229	7,787	98,660
15	Total Outage Calls	10,477	16,327	19,073	20,327	26,863	45,412	26,211	40,466	34,350	35,579	18,964	21,079	315,128
17	All Calls Offered to Agents + Outage Calls Handled by IVR	131,790	145,442	160,957	177,485	183,581	216,858	199,216	214,952	172,582	167,538	126,066	119,075	2,015,542
18	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	108,973	123,610	137,995	151,245	162,896	192,467	166,084	175,770	141,741	138,912	104,379	105,455	1,709,527
20	Service Level (not including billing IVR handled calls)	**82.7%**	**85.0%**	**85.7%**	**85.2%**	**88.7%**	**88.8%**	**83.4%**	**81.8%**	**82.1%**	**82.9%**	**82.8%**	**88.6%**	**84.8%**
22	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	244,972	245,164	269,703	284,016	289,761	326,329	307,069	323,422	278,222	282,963	237,274	236,700	3,325,595
23	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	222,155	223,332	246,741	257,776	269,076	301,938	273,937	284,240	247,381	254,337	215,587	223,080	3,019,580
25	Service Level (including billing IVR calls handled)	**90.7%**	**91.1%**	**91.5%**	**90.8%**	**92.9%**	**92.5%**	**89.2%**	**87.9%**	**88.9%**	**89.9%**	**90.9%**	**94.2%**	**90.8%**

Notes:

20	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)
25	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park.
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Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147

7826.2000 REPORTING CUSTOMER COMPLAINTS
For the period of January 01, 2009 to December 31, 2009

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Diedra Howard, Customer Advocate Analyst, Customer Enterprise Solutions (303) 294-2295

A. The Number of Complaints Received

		Month												
CustomerType	Source	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	BBB							1	1					2
	Commission	2	2	3		3		1	1		2	3		17
	Commission/BBB						1							1
	Direct Customer Contact		2		1	1							1	5
	Informational				1	1								2
	Internal			4	2	1	3		3	4	2		1	20
	OAG		2	1		3		1						7
	OAG/Informational			1										1
	Officer		1											1
	Repeat Customer				1		2		1					4
	Government			1										1
	Commission/Internal												1	1
Commercial Total		2	7	10	5	9	6	3	6	4	4	3	3	62
Industrial	Internal			1										1
	OAG					1								1
Industrial Total		0	0	1	0	1	0	0	0	0	0	0	0	2
Residential	BBB	3	2	2	3	5	5	6	1	1	4			32
	Commission	11	15	20	22	20	13	19	17	13	16	8	3	177
	Commission/OAG				1	1								2
	Commission/Officer	1												1
	Direct Customer Contact	9	5	1	9	6	5	4	3	3		1	2	48
	Informational	5	7	3	7	6	9	6	7	15	8	2	3	78
	Internal	8	14	24	22	8	12	19	16	16	20	9	9	177
	OAG	17	16	17	37	27	28	19	22	14	19	13	13	242
	OAG/BBB							1				1		2
	OAG/Informational				1									1
	Officer	3	2	3	1	3	1	1	1	5	2	1		23
	Referral		1											1
	Repeat Customer		4	2	7	4	3	1	3	1	2	2		29
	Media Relations						1							1
	Officer/BBB									1				1
	Informational/BBB			1										1
	Commission/Internal								2					2
Residential Total		57	66	73	110	80	77	76	72	69	71	37	30	818
Government	Internal					1								1
Government Total		0	0	0	0	1	0	0	0	0	0	0	0	1
Grand Total		**59**	**73**	**84**	**115**	**91**	**83**	**79**	**78**	**73**	**75**	**40**	**33**	**883**

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For the period of January 01, 2009 to December 31, 2009

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Diedra Howard, Customer Advocate Analyst, Customer Enterprise Solutions
(303) 294-2295

B. The Number and Percentage of Complaints Alleging:

		Month												
CustomerType	MPUC	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	Billing Error		3	4	1	2	3	1	1	2			1	18
	High Bill		1	2							1			4
	Inadequate Service	2	3	3	4	6	2	2	4	1	2	3	2	34
	Inaccurate Metering													0
	Serv Rest Interval									1				1
	Service Ext Interval						1							1
	Wrongful Disconnect			1		1			1		1			4
Commercial Total		2	7	10	5	9	6	3	6	4	4	3	3	62
Industrial	Billing Error					1								1
	Inadequate Service			1										1
Industrial Total				1		1								2
Residential	Billing Error	20	17	20	28	21	18	15	18	14	16	11	10	208
	High Bill	1	6	7	4	3	2	1		3	2	1	2	32
	Inadequate Service	23	18	29	44	32	27	32	30	35	27	14	15	326
	Inaccurate Metering	5	8	4	4	2	4	4			3	2	1	37
	Serv Rest Interval	2	4	4	2		5	4	4		4	2		31
	Service Ext Interval		1	2	1			2		1	1	1		9
	Wrongful Disconnect	6	12	7	27	22	21	18	20	16	17	6	2	174
Residential Total		57	66	73	110	80	77	76	72	69	71	37	30	818
Government	Inadequate Service					1								1
Government Total						1								1
Totals	Billing Error	20	20	24	29	24	21	16	19	16	16	11	11	227
	High Bill	1	7	9	4	3	2	1		3	3	1	2	36
	Inadequate Service	25	21	33	48	39	29	34	34	36	29	17	17	362
	Inaccurate Metering	5	8	4	4	2	4	4			3	2	1	37
	Serv Rest Interval	2	4	4	2		5	4	4	1	4	2		32
	Service Ext Interval		1	2	1		1	2		1	1	1		10
	Wrongful Disconnect	6	12	8	27	23	21	18	21	16	18	6	2	178
Grand Total		**59**	**73**	**84**	**115**	**91**	**83**	**79**	**78**	**73**	**75**	**40**	**33**	**883**

Percentage

CustomerType	Complaint Type	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	Billing Error	0.0%	42.9%	40.0%	20.0%	22.2%	50.0%	33.3%	16.7%	50.0%	0.0%	0.0%	33.3%	29.0%
	High Bill	0.0%	14.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	6.5%
	Inadequate Service	100.0%	42.9%	30.0%	80.0%	66.7%	33.3%	66.7%	66.7%	25.0%	50.0%	100.0%	66.7%	54.8%
	Inaccurate Metering	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Serv Rest Interval	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	1.6%
	Service Ext Interval	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
	Wrongful Disconnect	0.0%	0.0%	10.0%	0.0%	11.1%	0.0%	0.0%	16.7%	0.0%	25.0%	0.0%	0.0%	6.5%
Industrial	Billing Error	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
	Inadequate Service	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Residential	Billing Error	35.1%	25.8%	27.4%	25.5%	26.3%	23.4%	19.7%	25.0%	20.3%	22.5%	29.7%	33.3%	25.4%
	High Bill	1.8%	9.1%	9.6%	3.6%	3.8%	2.6%	1.3%	0.0%	4.3%	2.8%	2.7%	6.7%	3.9%
	Inadequate Service	40.4%	27.3%	39.7%	40.0%	40.0%	35.1%	42.1%	41.7%	50.7%	38.0%	37.8%	50.0%	39.9%
	Inaccurate Metering	8.8%	12.1%	5.5%	3.6%	2.5%	5.2%	5.3%	0.0%	0.0%	4.2%	5.4%	3.3%	4.5%
	Serv Rest Interval	3.5%	6.1%	5.5%	1.8%	0.0%	6.5%	5.3%	5.6%	0.0%	5.6%	5.4%	0.0%	3.8%
	Service Ext Interval	0.0%	1.5%	2.7%	0.9%	0.0%	0.0%	2.6%	0.0%	1.4%	1.4%	2.7%	0.0%	1.1%
	Wrongful Disconnect	10.5%	18.2%	9.6%	24.5%	27.5%	27.3%	23.7%	27.8%	23.2%	23.9%	16.2%	6.7%	21.3%
Government	Inadequate Service	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	100.0%
Total	Billing Error	33.9%	27.4%	28.6%	25.2%	26.4%	25.3%	20.3%	24.4%	21.9%	21.3%	27.5%	33.3%	25.7%
	High Bill	1.7%	9.6%	10.7%	3.5%	3.3%	2.4%	1.3%	0.0%	4.1%	4.0%	2.5%	6.1%	4.1%
	Inadequate Service	42.4%	28.8%	39.3%	41.7%	42.9%	34.9%	43.0%	43.6%	49.3%	38.7%	42.5%	51.5%	41.0%
	Inaccurate Metering	8.5%	11.0%	4.8%	3.5%	2.2%	4.8%	5.1%	0.0%	0.0%	4.0%	5.0%	3.0%	4.2%
	Serv Rest Interval	3.4%	5.5%	4.8%	1.7%	0.0%	6.0%	5.1%	5.1%	1.4%	5.3%	5.0%	0.0%	3.6%
	Service Ext Interval	0.0%	1.4%	2.4%	0.9%	0.0%	1.2%	2.5%	0.0%	1.4%	1.3%	2.5%	0.0%	1.1%
	Wrongful Disconnect	10.2%	16.4%	9.5%	23.5%	25.3%	25.3%	22.8%	26.9%	21.9%	24.0%	15.0%	6.1%	20.2%

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Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147

7826.2000 REPORTING CUSTOMER COMPLAINTS
For the period of January 01, 2009 to December 31, 2009

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Diedra Howard, Customer Advocate Analyst, Customer Enterprise Solutions (303) 294-2295

C. The Number and Percentage of Complaints Resolved upon:

		Month												
CustomerType	DTR Status	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	Immediate		2	4	1	3	2		1	2				15
	10 Days or Less	2	5	6	4	6	4	3	4	1	4	3	3	45
	Greater Than 10 Days								1	1				2
Commercial Total		2	7	10	5	9	6	3	6	4	4	3	3	62
Industrial	10 Days or Less			1		1								2
Industrial Total				1		1								2
Residential	Immediate	18	14	10	20	10	15	18	16	10	10	10	7	158
	10 Days or Less	38	51	61	89	69	59	57	56	58	61	26	23	648
	Greater Than 10 Days	1	1	2	1	1	3	1		1		1		12
Residential Total		57	66	73	110	80	77	76	72	69	71	37	30	818
Government	Greater Than 10 Days					1								1
Government Total						1								1
Total	Immediate	18	16	14	21	13	17	18	17	12	10	10	7	173
	10 Days or Less	40	56	68	93	77	63	60	60	59	65	29	26	696
	Greater Than 10 Days	1	1	2	1	1	3	1	1	2		1		14
Grand Total	**Grand Total**	**59**	**73**	**84**	**115**	**91**	**83**	**79**	**78**	**73**	**75**	**40**	**33**	**883**
	Immediate	0.0%	28.6%	40.0%	20.0%	33.3%	33.3%	0.0%	16.7%	50.0%	0.0%	0.0%	0.0%	24.2%
Commercial	10 Days or Less	100.0%	71.4%	60.0%	80.0%	66.7%	66.7%	100.0%	66.7%	25.0%	100.0%	100.0%	100.0%	72.6%
	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	25.0%	0.0%	0.0%	0.0%	3.2%
Industrial	10 Days or Less	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Residential	Immediate	31.6%	21.2%	13.7%	18.2%	12.5%	19.5%	23.7%	22.2%	14.5%	14.1%	27.0%	23.3%	19.3%
	10 Days or Less	66.7%	77.3%	83.6%	80.9%	86.3%	76.6%	75.0%	77.8%	84.1%	85.9%	70.3%	76.7%	79.2%
	Greater Than 10 Days	1.8%	1.5%	2.7%	0.9%	1.3%	3.9%	1.3%	0.0%	1.4%	0.0%	2.7%	0.0%	1.5%
Government	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Total	Immediate	30.5%	21.9%	16.7%	18.3%	14.3%	20.5%	22.8%	21.8%	16.4%	13.3%	25.0%	21.2%	19.6%
	10 Days or Less	67.8%	76.7%	81.0%	80.9%	84.6%	75.9%	75.9%	76.9%	80.8%	86.7%	72.5%	78.8%	78.8%
	Greater Than 10 Days	1.7%	1.4%	2.4%	0.9%	1.1%	3.6%	1.3%	1.3%	2.7%	0.0%	2.5%	0.0%	1.6%

D. The Number and Percentage of Complaints Resolved by taking the following actions:

		Month												
CustomerType	MN_Action	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	Action not in Control of Utility			1		1	1			1		1		5
	Refuse Action Cust Requested	1	1	3		3	2	1	1			1	1	14
	Take Action Cust and Utility Agree Upon	1	6	6	3	3	1	1	1	2	2	1	2	29
	Take Action Cust Request				2	2	2	1	4	1	2			14
Commercial Total		2	7	10	5	9	6	3	6	4	4	3	3	62
Industrial	Take Action Cust Request					1								1
	Take Action Cust and Utility Agree Upon			1										1
Industrial Total				1		1								2
Residential	Action not in Control of Utility	4	4	2	4	1	7	5	8	2	7	2	2	48
	Refuse Action Cust Requested	5	18	13	26	16	13	10	15	15	15	5	4	155
	Take Action Cust and Utility Agree Upon	34	31	34	57	40	30	38	36	37	31	17	17	402
	Take Action Cust Request	14	13	24	23	23	27	23	13	15	18	13	7	213
Residential Total		57	66	73	110	80	77	76	72	69	71	37	30	818
Government	Action not in Control of Utility					1								1
Government Total						1								1
Totals	Action not in Control of Utility	4	4	3	4	3	8	5	8	3	7	3	2	54
	Refuse Action Cust Requested	6	19	16	26	19	15	11	16	15	15	6	5	169
	Take Action Cust and Utility Agree Upon	35	37	40	60	44	31	39	37	39	33	18	19	432
	Take Action Cust Request	14	13	25	25	25	29	24	17	16	20	13	7	228
Grand Total		59	73	84	115	91	83	79	78	73	75	40	33	883

		Month												
CustomerType	MN_Action	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	Action Not In Control Of Utility	0.0%	0.0%	10.0%	0.0%	11.1%	16.7%	0.0%	0.0%	25.0%	0.0%	33.3%	0.0%	8.1%
	Refuse Action Cust Requested	50.0%	14.3%	30.0%	0.0%	33.3%	33.3%	33.3%	16.7%	0.0%	0.0%	33.3%	33.3%	22.6%
	Take Action Cust and Utility Agree Upon	50.0%	85.7%	60.0%	60.0%	33.3%	16.7%	33.3%	16.7%	50.0%	50.0%	33.3%	66.7%	46.8%
	Take Action Cust Request	0.0%	0.0%	0.0%	40.0%	22.2%	33.3%	33.3%	66.7%	25.0%	50.0%	0.0%	0.0%	22.6%
Industrial	Take Action Cust Request	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
	Take Action Cust and Utility Agree Upon	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Residential	Action Not In Control Of Utility	7.0%	6.1%	2.7%	3.6%	1.3%	9.1%	6.6%	11.1%	2.9%	9.9%	5.4%	6.7%	5.9%
	Refuse Action Cust Requested	8.8%	27.3%	17.8%	23.6%	20.0%	16.9%	13.2%	20.8%	21.7%	21.1%	13.5%	13.3%	18.9%
	Take Action Cust and Utility Agree Upon	59.6%	47.0%	46.6%	51.8%	50.0%	39.0%	50.0%	50.0%	53.6%	43.7%	45.9%	56.7%	49.1%
	Take Action Cust Request	24.6%	19.7%	32.9%	20.9%	28.8%	35.1%	30.3%	18.1%	21.7%	25.4%	35.1%	23.3%	26.0%
Government		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	Action Not In Control Of Utility	6.8%	5.5%	3.6%	3.5%	3.3%	9.6%	6.3%	10.3%	4.1%	9.3%	7.5%	6.1%	6.1%
	Refuse Action Cust Requested	10.2%	26.0%	19.0%	22.6%	20.9%	18.1%	13.9%	20.5%	20.5%	20.0%	15.0%	15.2%	19.1%
	Take Action Cust and Utility Agree Upon	59.3%	50.7%	47.6%	52.2%	48.4%	37.3%	49.4%	47.4%	53.4%	44.0%	45.0%	57.6%	48.9%
	Take Action Cust Request	23.7%	17.8%	29.8%	21.7%	27.5%	34.9%	30.4%	21.8%	21.9%	26.7%	32.5%	21.2%	25.8%

Minnesota Public Utilities Commission
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E. The Number of Complaints fowarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action

		Month												
CustomerType	Source	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Grand Total
Commercial	Commission	2	2	3		3		1	1		2	3		17
	Commission/BBB						1							1
	Commission/Internal												1	1
Commercial Total		2	2	3		3	1	1	1		2	3	1	19
Industrial	Commission													0
Industrial Total														0
Residential	Commission	11	15	20	22	20	13	19	17	13	16	8	3	177
	Commission/OAG				1	1								2
	Commission/Officer	1												1
	Commission/Internal								2					2
Residential Total		12	15	20	23	21	13	19	19	13	16	8	3	182
Government	Commission													0
Government Total														0
Grand Total		**14**	**17**	**23**	**23**	**24**	**14**	**20**	**20**	**13**	**18**	**11**	**4**	**201**

Xcel Energy
Customer Complaint Report
January, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	3232	28	69	0	3329	69.27%
Inaccurate Metering	38	0	2	0	40	0.83%
Wrongful Disconnect	520	32	45	1	598	12.44%
High Bill	118	3	2	0	123	2.56%
Inadequate Service	549	51	16	1	617	12.84%
Service Extension	5	0	0	0	5	0.10%
Service Restoration	94	0	0	0	94	1.96%
Total Commercial	4556	114	134	2	4806	
Total Commercial Percentage	94.80%	2.37%	2.79%	0.04%		
Industrial						
Billing errors	303	0	0	1	304	72.21%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	26	2	2	0	30	7.13%
High Bill	11	0	0	0	11	2.61%
Inadequate Service	50	2	0	0	52	12.35%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	21	1	2	0	24	5.70%
Total Industrial	411	5	4	1	421	
Total Industrial Percentage	97.62%	1.19%	0.95%	0.24%		
Residential						
Billing errors	37245	956	1661	35	39897	66.20%
Inaccurate Metering	205	14	8	0	227	0.38%
Wrongful Disconnect	8929	421	715	16	10081	16.73%
High Bill	2244	79	189	2	2514	4.17%
Inadequate Service	6144	252	427	17	6840	11.35%
Service Extension	14	0	2	1	17	0.03%
Service Restoration	640	18	30	0	688	1.14%
Total Residential	55421	1740	3032	71	60264	
Total Residential Percentage	91.96%	2.89%	5.03%	0.12%		
Total State of Minnesota	60388	1859	3170	74	65491	
Total ST of MN Percentage	92.21%	2.84%	4.84%	0.11%		

Xcel Energy
Customer Complaint Report
February, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	3104	23	38	0	3165	71.43%
Inaccurate Metering	24	0	0	0	24	0.54%
Wrongful Disconnect	541	11	48	1	601	13.56%
High Bill	84	0	2	0	86	1.94%
Inadequate Service	365	3	34	0	402	9.07%
Service Extension	4	0	1	0	5	0.11%
Service Restoration	138	3	7	0	148	3.34%
Total Commercial	4,260	40	130	1	4,431	
Total Commercial Percentage	96.14%	0.90%	2.93%	0.02%		
Industrial						
Billing errors	293	2	3	0	298	69.30%
Inaccurate Metering	5	0	0	0	5	1.16%
Wrongful Disconnect	30	0	4	0	34	7.91%
High Bill	6	0	0	0	6	1.40%
Inadequate Service	39	0	4	0	43	10.00%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	40	2	2	0	44	10.23%
Total Industrial	413	4	13	0	430	
Total Industrial Percentage	96.05%	0.93%	3.02%	0.00%		
Residential						
Billing errors	38744	795	1168	40	40747	67.78%
Inaccurate Metering	169	13	14	1	197	0.33%
Wrongful Disconnect	9017	311	682	20	10030	16.68%
High Bill	1425	68	124	2	1619	2.69%
Inadequate Service	5677	209	401	11	6298	10.48%
Service Extension	9	0	1	0	10	0.02%
Service Restoration	1114	36	61	3	1214	2.02%
Total Residential	56,155	1,432	2,451	77	60,115	
Total Residential Percentage	93.41%	2.38%	4.08%	0.13%		
Total State of Minnesota	60,828	1,476	2,594	78	64,976	
Total ST of MN Percentage	93.62%	2.27%	3.99%	0.12%		

Xcel Energy
Customer Complaint Report
March, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	3,535	36	52	0	3,623	71.60%
Inaccurate Metering	19	2	2	0	23	0.45%
Wrongful Disconnect	626	32	93	0	751	14.84%
High Bill	53	0	7	0	60	1.19%
Inadequate Service	431	8	28	0	467	9.23%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	128	0	8	0	136	2.69%
Total Commercial	4792	78	190	0	5,060	
Total Commercial Percent	94.70%	1.54%	3.75%	0.00%		
Industrial						
Billing errors	368	0	6	0	374	74.35%
Inaccurate Metering	1	0	0	0	1	0.20%
Wrongful Disconnect	41	0	8	0	49	9.74%
High Bill	4	0	0	0	4	0.80%
Inadequate Service	45	0	2	0	47	9.34%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	27	0	1	0	28	5.57%
Total Industrial	486	0	17	0	503	
Total Industrial Percentage	96.62%	0.00%	3.38%	0.00%		
Residential						
Billing errors	41482	701	1303	48	43534	67.44%
Inaccurate Metering	115	6	13	0	134	0.21%
Wrongful Disconnect	10013	436	706	16	11171	17.31%
High Bill	761	34	80	2	877	1.36%
Inadequate Service	6888	291	486	14	7679	11.90%
Service Extension	9	0	5	0	14	0.02%
Service Restoration	1079	13	49	1	1142	1.77%
Total Residential	60,347	1,481	2,642	81	64,551	
Total Residential Percentage	93.49%	2.29%	4.09%	0.13%		
Total State of Minnesota	65,625	1,559	2,849	81	70,114	
Total ST of MN Percentage	93.60%	2.22%	4.06%	0.12%		

Xcel Energy
Customer Complaint Report
April, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	3177	25	56	2	3260	72.00%
Inaccurate Metering	11	0	0	0	11	0.24%
Wrongful Disconnect	551	19	113	0	683	15.08%
High Bill	21	0	1	0	22	0.49%
Inadequate Service	327	7	38	0	372	8.22%
Service Extension	3	0	0	0	3	0.07%
Service Restoration	170	3	4	0	177	3.91%
Total Commercial	4,260	54	212	2	4,528	
Total Commercial Percent	94.08%	1.19%	4.68%	0.04%		
Industrial						
Billing errors	363	1	2	0	366	75.93%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	21	2	6	0	29	6.02%
High Bill	0	0	0	0	0	0.00%
Inadequate Service	37	2	2	0	41	8.51%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	44	1	1	0	46	9.54%
Total Industrial	465	6	11	0	482	
Total Industrial Percentage	96.47%	1.24%	2.28%	0.00%		
Residential						
Billing errors	39462	651	1425	36	41574	59.17%
Inaccurate Metering	104	2	4	1	111	0.16%
Wrongful Disconnect	14288	616	1261	27	16192	23.05%
High Bill	475	16	39	0	530	0.75%
Inadequate Service	9472	381	805	21	10679	15.20%
Service Extension	13	1	3	0	17	0.02%
Service Restoration	1071	31	50	3	1155	1.64%
Total Residential	64,885	1,698	3,587	88	70,258	
Total Residential Percentage	92.35%	2.42%	5.11%	0.13%		
Total State of Minnesota	69,610	1,758	3,810	90	75,268	
Total ST of MN Percentage	92.48%	2.34%	5.06%	0.12%		

Xcel Energy
Customer Complaint Report
May, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,809	21	48	0	2,878	70.66%
Inaccurate Metering	15	0	1	0	16	0.39%
Wrongful Disconnect	461	28	85	0	574	14.09%
High Bill	20	1	0	0	21	0.52%
Inadequate Service	346	0	29	0	375	9.21%
Service Extension	3	0	0	0	3	0.07%
Service Restoration	193	5	8	0	206	5.06%
Total Commercial	3,847	55	171	0	4,073	
Total Commercial Percent	94.45%	1.35%	4.20%	0.00%		
Industrial						
Billing errors	300	1	2	0	303	66.16%
Inaccurate Metering	3	0	0	0	3	0.66%
Wrongful Disconnect	33	2	9	0	44	9.61%
High Bill	2	0	1	0	3	0.66%
Inadequate Service	52	1	3	0	56	12.23%
Service Extension	1	0	0	0	1	0.22%
Service Restoration	45	2	1	0	48	10.48%
Total Industrial	436	6	16	0	458	
Total Industrial Percentage	95.20%	1.31%	3.49%	0.00%		
Residential						
Billing errors	36958	558	1406	34	38956	61.50%
Inaccurate Metering	37	1	2	0	40	0.06%
Wrongful Disconnect	11939	506	1070	37	13552	21.40%
High Bill	257	10	30	0	297	0.47%
Inadequate Service	7784	303	592	23	8702	13.74%
Service Extension	22	1	7	0	30	0.05%
Service Restoration	1638	57	68	1	1764	2.78%
Total Residential	58635	1436	3175	95	63341	
Total Residential Percentage	92.57%	2.27%	5.01%	0.15%		
Total State of Minnesota	62,918	1,497	3,362	95	67,872	
Total ST of MN Percentage	92.70%	2.21%	4.95%	0.14%		

Xcel Energy
Customer Complaint Report
June, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,655	23	64	0	2,742	66.80%
Inaccurate Metering	7	0	0	0	7	0.17%
Wrongful Disconnect	488	24	87	1	600	14.62%
High Bill	26	0	4	0	30	0.73%
Inadequate Service	403	4	19	0	426	10.38%
Service Extension	7	0	0	0	7	0.17%
Service Restoration	272	10	11	0	293	7.14%
Total Commercial	3,858	61	185	1	4,105	
Total Commercial Percent	93.98%	1.49%	4.51%	0.02%		
Industrial						
Billing errors	312	1	2	0	315	64.29%
Inaccurate Metering	3	0	0	0	3	0.61%
Wrongful Disconnect	25	3	0	0	28	5.71%
High Bill	0	0	0	0	0	0.00%
Inadequate Service	38	0	1	0	39	7.96%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	97	7	1	0	105	21.43%
Total Industrial	475	11	4	0	490	
Total Industrial Percentage	96.94%	2.24%	0.82%	0.00%		
Residential						
Billing errors	40531	732	1351	48	42662	62.72%
Inaccurate Metering	71	2	2	0	75	0.11%
Wrongful Disconnect	11344	502	998	28	12872	18.92%
High Bill	309	11	27	1	348	0.51%
Inadequate Service	7741	317	524	33	8615	12.67%
Service Extension	42	1	9	0	52	0.08%
Service Restoration	3201	82	109	0	3392	4.99%
Total Residential	63239	1647	3020	110	68016	
Total Residential Percentage	92.98%	2.42%	4.44%	0.16%		
Total State of Minnesota	67,572	1,719	3,209	111	72,611	
Total ST of MN Percentage	93.06%	2.37%	4.42%	0.15%		

Xcel Energy
Customer Complaint Report
July, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,514	18	54	1	2,587	68.42%
Inaccurate Metering	7	0	0	0	7	0.19%
Wrongful Disconnect	498	18	29	0	545	14.41%
High Bill	44	2	7	0	53	1.40%
Inadequate Service	347	4	5	0	356	9.42%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	218	8	7	0	233	6.16%
Total Commercial	3,628	50	102	1	3,781	
Total Commercial Percent	95.95%	1.32%	2.70%	0.03%		
Industrial						
Billing errors	251	1	1	0	253	62.62%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	27	3	0	0	30	7.43%
High Bill	2	0	0	0	2	0.50%
Inadequate Service	29	0	0	0	29	7.18%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	87	1	2	0	90	22.28%
Total Industrial	396	5	3	0	404	
Total Industrial Percentage	98.02%	1.24%	0.74%	0.00%		
Residential						
Billing errors	40,476	743	1,404	28	42,651	64.94%
Inaccurate Metering	69	3	10	0	82	0.12%
Wrongful Disconnect	10,360	487	883	35	11,765	17.91%
High Bill	842	29	56	3	930	1.42%
Inadequate Service	7,504	323	480	19	8,326	12.68%
Service Extension	47	2	15	0	64	0.10%
Service Restoration	1,754	52	55	0	1,861	2.83%
Total Residential	61,052	1,639	2,903	85	65,679	
Total Residential Percentage	92.96%	2.50%	4.42%	0.13%		
Total State of Minnesota	65,076	1,694	3,008	86	69,864	
Total ST of MN Percentage	93.15%	2.42%	4.31%	0.12%		

Xcel Energy
Customer Complaint Report
August, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,503	23	52	0	2,578	67.42%
Inaccurate Metering	7	2	0	0	9	0.24%
Wrongful Disconnect	452	12	33	1	498	13.02%
High Bill	40	1	2	0	43	1.12%
Inadequate Service	321	8	3	0	332	8.68%
Service Extension	2	1	0	0	3	0.08%
Service Restoration	344	6	11	0	361	9.44%
Total Commercial	3,669	53	101	1	3,824	
Total Commercial Percent	95.95%	1.39%	2.64%	0.03%		
Industrial						
Billing errors	279	2	3	0	284	62.28%
Inaccurate Metering	1	0	0	0	1	0.22%
Wrongful Disconnect	27	1	1	0	29	6.36%
High Bill	2	0	0	0	2	0.44%
Inadequate Service	34	1	1	0	36	7.89%
Service Extension	1	0	0	0	1	0.22%
Service Restoration	100	1	2	0	103	22.59%
Total Industrial	444	5	7	0	456	
Total Industrial Percentage	97.37%	1.10%	1.54%	0.00%		
Residential						
Billing errors	41,947	876	1,106	42	43,971	62.86%
Inaccurate Metering	76	0	4	0	80	0.11%
Wrongful Disconnect	11,241	468	1,043	29	12,781	18.27%
High Bill	729	26	53	4	812	1.16%
Inadequate Service	8,037	345	488	17	8,887	12.70%
Service Extension	37	2	4	0	43	0.06%
Service Restoration	3,144	93	137	2	3,376	4.83%
Total Residential	65,211	1,810	2,835	94	69,950	
Total Residential Percentage	93.23%	2.59%	4.05%	0.13%		
Total State of Minnesota	69,324	1,868	2,943	95	74,230	
Total ST of MN Percentage	93.39%	2.52%	3.96%	0.13%		

Xcel Energy
Customer Complaint Report
September, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,871	26	24	1	2,922	71.01%
Inaccurate Metering	8	0	1	0	9	0.22%
Wrongful Disconnect	503	24	36	0	563	13.68%
High Bill	34	1	3	0	38	0.92%
Inadequate Service	302	5	6	1	314	7.63%
Service Extension	0	1	1	0	2	0.05%
Service Restoration	262	0	5	0	267	6.49%
Total Commercial	3,980	57	76	2	4,115	
Total Commercial Percent	96.72%	1.39%	1.85%	0.05%		
Industrial						
Billing errors	278	1	1	0	280	64.37%
Inaccurate Metering	3	0	0	0	3	0.69%
Wrongful Disconnect	38	3	1	0	42	9.66%
High Bill	2	0	0	0	2	0.46%
Inadequate Service	26	1	1	0	28	6.44%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	78	0	2	0	80	18.39%
Total Industrial	425	5	5	0	435	
Total Industrial Percentage	97.70%	1.15%	1.15%	0.00%		
Residential						
Billing errors	42,024	926	909	39	43,898	59.74%
Inaccurate Metering	72	4	2	0	78	0.11%
Wrongful Disconnect	14,812	626	1,299	33	16,770	22.82%
High Bill	656	31	40	3	730	0.99%
Inadequate Service	8,184	402	480	17	9,083	12.36%
Service Extension	32	5	9	0	46	0.06%
Service Restoration	2,748	39	90	1	2,878	3.92%
Total Residential	68,528	2,033	2,829	93	73,483	
Total Residential Percentage	93.26%	2.77%	3.85%	0.13%		
Total State of Minnesota	72,933	2,095	2,910	95	78,033	
Total ST of MN Percentage	93.46%	2.68%	3.73%	0.12%		

Xcel Energy
Customer Complaint Report
October, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,907	33	54	0	2,994	69.58%
Inaccurate Metering	9	0	0	0	9	0.21%
Wrongful Disconnect	580	28	30	1	639	14.85%
High Bill	42	1	6	0	49	1.14%
Inadequate Service	262	4	8	0	274	6.37%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	327	5	6	0	338	7.85%
Total Commercial	4,127	71	104	1	4,303	
Total Commercial Percent	95.91%	1.65%	2.42%	0.02%		
Industrial						
Billing errors	242	3	4	0	249	63.52%
Inaccurate Metering	2	0	0	0	2	0.51%
Wrongful Disconnect	39	0	4	0	43	10.97%
High Bill	0	0	0	0	0	0.00%
Inadequate Service	26	0	0	0	26	6.63%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	67	0	5	0	72	18.37%
Total Industrial	376	3	13	0	392	
Total Industrial Percentage	95.92%	0.77%	3.32%	0.00%		
Residential						
Billing errors	42068	924	851	33	43876	63.04%
Inaccurate Metering	71	4	3	0	78	0.11%
Wrongful Disconnect	12171	489	1075	26	13761	19.77%
High Bill	475	27	45	1	548	0.79%
Inadequate Service	8034	309	465	13	8821	12.67%
Service Extension	40	2	2	0	44	0.06%
Service Restoration	2346	52	69	0	2467	3.54%
Total Residential	65205	1807	2510	73	69595	
Total Residential Percentage	93.69%	2.60%	3.61%	0.10%		
Total State of Minnesota	69,708	1,881	2,627	74	74,290	
Total ST of MN Percentage	93.83%	2.53%	3.54%	0.10%		

Xcel Energy
Customer Complaint Report
November, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,562	37	62	1	2,662	72.71%
Inaccurate Metering	17	0	0	0	17	0.46%
Wrongful Disconnect	443	23	33	1	500	13.66%
High Bill	36	3	3	0	42	1.15%
Inadequate Service	238	5	4	0	247	6.75%
Service Extension	2	0	0	0	2	0.05%
Service Restoration	185	5	1	0	191	5.22%
Total Commercial	3,483	73	103	2	3,661	
Total Commercial Percent	95.14%	1.99%	2.81%	0.05%		
Industrial						
Billing errors	257	0	5	0	262	73.39%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	20	1	4	0	25	7.00%
High Bill	2	0	1	0	3	0.84%
Inadequate Service	30	0	0	0	30	8.40%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	37	0	0	0	37	10.36%
Total Industrial	346	1	10	0	357	
Total Industrial Percentage	96.92%	0.28%	2.80%	0.00%		
Residential						
Billing errors	35345	785	749	18	36897	64.10%
Inaccurate Metering	94	1	5	0	100	0.17%
Wrongful Disconnect	10552	300	823	12	11687	20.30%
High Bill	480	20	30	5	535	0.93%
Inadequate Service	6576	240	358	4	7178	12.47%
Service Extension	28	0	2	0	30	0.05%
Service Restoration	1085	21	27	0	1133	1.97%
Total Residential	54160	1367	1994	39	57560	
Total Residential Percentage	94.09%	2.37%	3.46%	0.07%		
Total State of Minnesota	57,989	1,441	2,107	41	61,578	
Total ST of MN Percentage	94.17%	2.34%	3.42%	0.07%		

Xcel Energy
Customer Complaint Report
December, 2009

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,509	56	51	2	2,618	72.95%
Inaccurate Metering	15	1	1	0	17	0.47%
Wrongful Disconnect	407	36	38	0	481	13.40%
High Bill	41	0	1	0	42	1.17%
Inadequate Service	242	6	6	0	254	7.08%
Service Extension	2	0	0	0	2	0.06%
Service Restoration	166	2	7	0	175	4.88%
Total Commercial	3,382	101	104	2	3,589	
Total Commercial Percent	94.23%	2.81%	2.90%	0.06%		
Industrial						
Billing errors	290	5	6	0	301	73.24%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	28	4	2	0	34	8.27%
High Bill	2	0	0	0	2	0.49%
Inadequate Service	45	0	1	0	46	11.19%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	26	0	2	0	28	6.81%
Total Industrial	391	9	11	0	411	
Total Industrial Percentage	95.13%	2.19%	2.68%	0.00%		
Residential						
Billing errors	33,085	693	672	21	34,471	63.66%
Inaccurate Metering	63	2	3	0	68	0.13%
Wrongful Disconnect	9,712	293	895	9	10,909	20.15%
High Bill	548	21	38	0	607	1.12%
Inadequate Service	6,196	241	334	5	6,776	12.51%
Service Extension	13	1	4	1	19	0.04%
Service Restoration	1,233	31	33	1	1,298	2.40%
Total Residential	50,850	1,282	1,979	37	54,148	
Total Residential Percentage	93.91%	2.37%	3.65%	0.07%		
Total State of Minnesota	54,623	1,392	2,094	39	58,148	
Total ST of MN Percentage	93.94%	2.39%	3.60%	0.07%		

Distribution- Outstate Circuits

Substation Name	Maintenance Map	Schedule/Trim Year	Total Miles	% of System
		Scheduled 2010	1.3	
		Completed Feb 2010	10.0	
		Scheduled 2010	3.7	
		Scheduled 2010	14.2	
		Scheduled 2010	52.7	
		Scheduled 2010	3.5	
		Scheduled 2010	22.3	
		Completed Feb 2010	40.5	
		Scheduled 2010	2.7	
		Total Outstate Miles	**151**	**2%**
		Circuit Count Total	**9**	**4%**

Total Outstate System	
Overhead Miles	**6,066**
Overhead VM Maintenance Maps	**234**

Distribution- Metro Circuits

Substation Name	Maintenance Map	Schedule/Trim Year	Total Miles	% of System
		Scheduled 2010	20.0	
		Scheduled 2010	3.4	
		Completed Jan 2010	19.6	
		Scheduled 2010	8.8	
		Completed Feb 2010	18.5	
		Scheduled 2010	18.3	
		Total Metro Miles	**89**	**1%**
		Circuit Count Total	**6**	**1%**

Total Metro System	
Overhead Miles	**8,048**
Overhead VM Maintenance Maps	**634**

Metro East	2005	2006	2007	2008	2009	Proposed Standards for 2010
SAIFI	1.07	0.81	1.07	1.14	0.73	**0.96**
CAIDI	97.46	93.25	89.88	84.39	101.87	**92.64**
SAIDI	104.48	75.20	96.09	96.46	74.21	**89.29**

Metro West	2005	2006	2007	2008	2009	Proposed Standards for 2010
SAIFI	1.21	1.20	1.18	1.06	0.79	**1.09**
CAIDI	112.90	94.12	96.87	95.78	106.58	**101.04**
SAIDI	136.77	112.63	114.26	101.28	84.43	**109.87**

Northwest	2005	2006	2007	2008	2009	Proposed Standards for 2010
SAIFI	0.89	0.82	1.03	1.24	0.65	**0.93**
CAIDI	144.92	110.96	97.96	126.93	96.21	**116.81**
SAIDI	128.83	91.19	100.93	157.38	62.07	**108.08**

Southeast	2005	2006	2007	2008	2009	Proposed Standards for 2010
SAIFI	1.23	0.79	1.08	0.75	0.63	**0.90**
CAIDI	101.57	92.20	105.80	90.85	110.06	**100.33**
SAIDI	125.21	73.01	113.81	68.09	69.37	**89.90**

Notes:
Each year's calculations use storm day thresholds based on the prior five years of outage history.
Calculations are based on the number of customers who receive a bill.
- Counts up to Oct 04 based on CSS
- Counts since Oct 04 based on CES Cust Bill Count

SD Divisional feeders serving Minnesota customers are included in Southeast region
ND Divisional feeders serving Minnesota customers are included in Northwest region
- Border feeders used in REMS data
- State code used in CES

Partial Customer Minutes includes all levels and is the amount saved from overall customer minutes.
2004 indices are calculated using a combination of REMS and CES data
- Monthly SAIFI/SAIDI indices calculated and added up for year end total
- Overall October SAIFI/SAIDI calculated by adding Oct REMS indices to Oct CES indices
- CAIDI calculated by taking monthly or YE SAIDI/SAIFI
- Includes feeders in ND & SD serving MN Custs from the DDS/REMS data, Custs in ND/SD with a State code of MN in CES data

2005 and on, entirely based on CES outage data

This Attachment addresses the requirements of the Commission's August 11, 2009 ORDER in Docket No. E002/M-09-343 for Xcel Energy, specifically:

4 Regarding additional issues for reports due April 1, 2010, Xcel shall:

a. Augment its next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability and include information on how it is demonstrating proactive management of the system as a whole, increased reliability and active contingency planning, including a specific discussion of the status and actions of its strategic initiatives as set forth in Ordering Paragraph 4a[1] of its October 24, 2008 Order in Docket No. E-002/M-08-393

b. Incorporate into its next filing a summary table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability…..

g. work with Commission Staff to develop more meaningful reliability reporting on an ongoing basis… including updates on….

5. storm normalization

6. reliability cost matrix

7. ongoing improvement information tables.

Overview

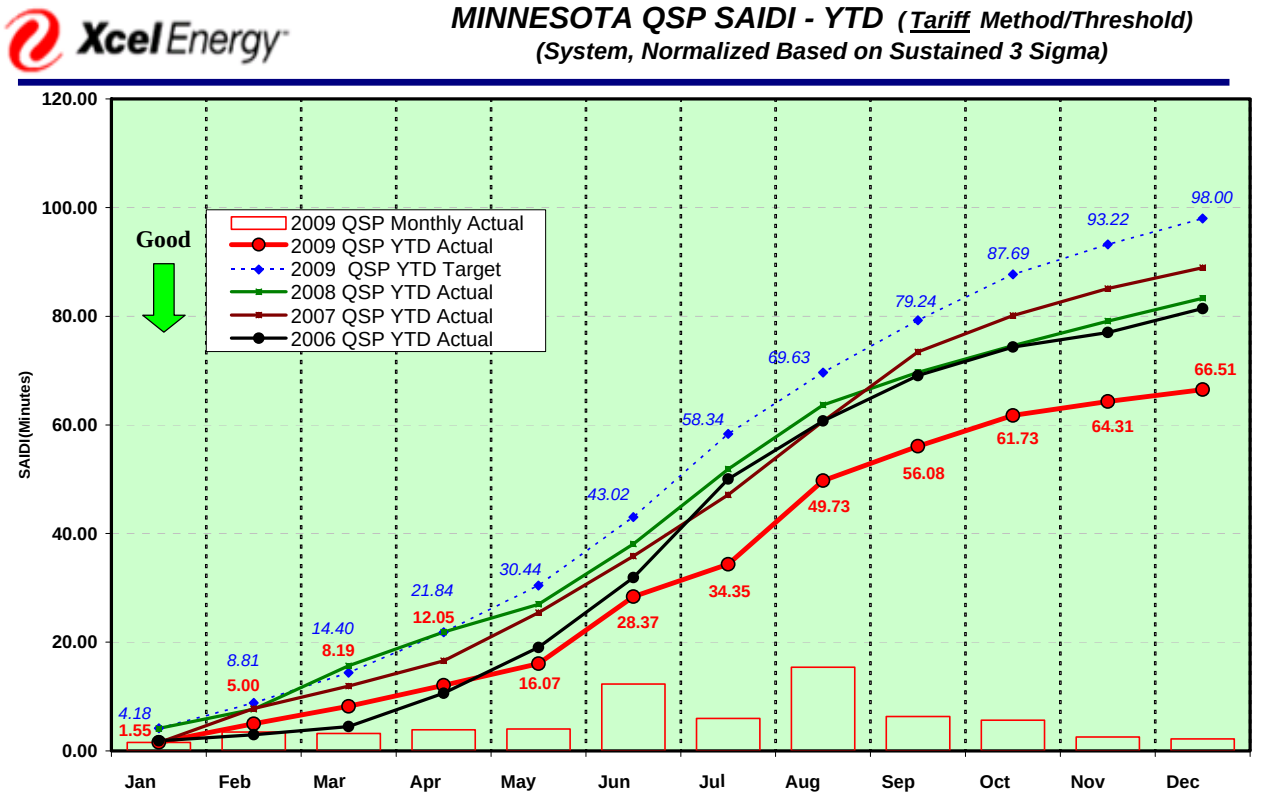
Each year, Xcel Energy develops and manages programs to maintain and improve the performance of its transmission and distribution assets. We identify and implement these programs in an effort to assure reliability, enable proactive management of the system as a whole, and effectively respond when outages occur. In this document, we provide a snapshot of our 2009 reliability results, along with multi-year trend information. We additionally outline our process for developing and implementing programs to maintain and improve our system, detail key indicators of the highest impact programs, and graphically chart current year outages by cause codes, noting program impact as appropriate.

2009 Reliability Results

In 2009, we achieved a SAIDI result of 66.51, which exceeded our Quality of Service Plan ("QSP") tariff [2] goal of 98.0. Our 2009 SAIFI result of 0.63 also exceeded the QSP tariff goal of 1.00.[3] The below graphs show overall system performance for the years 2006 through 2009, with storm days excluded, per the QSP tariff calculation method.

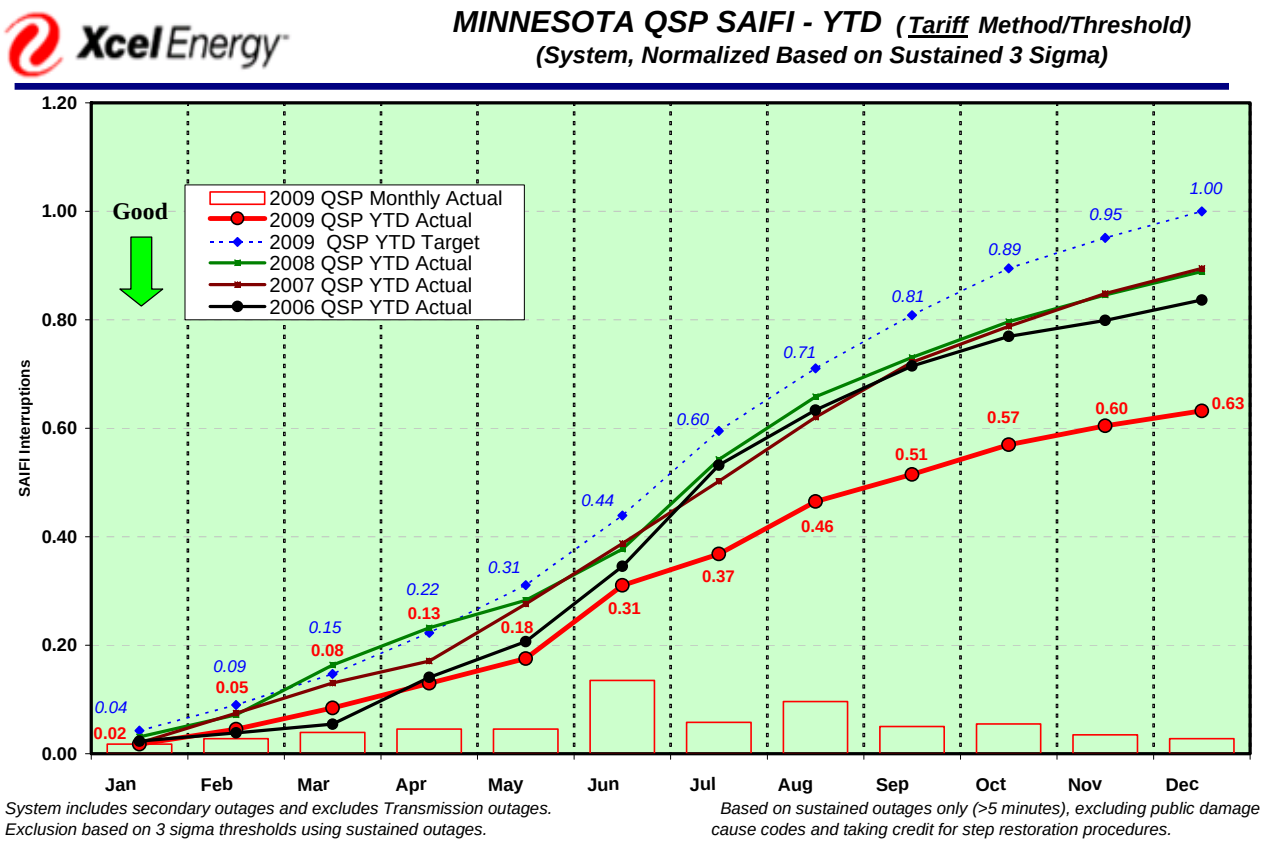
[1] The October 24, 2008 Order states Xcel shall include a specific discussion of the status and actions of its strategic initiatives presented to the Commission at its April 9. 2008 planning meeting.
[2] Minnesota Electric Rate Book MPUC. No. 2 Section 6, Sheets 7.1 through 7.10
[3] In this context "exceeding" the goals is a positive result, reflecting good system performance.

We note that these performance results are exceptional as compared to our goal – which is largely due to a lack of adverse weather conditions affecting our distribution system during 2009.



System includes secondary outages and excludes Transmission outages. Exclusion based on 3 sigma thresholds using sustained outages.

Based on sustained outages only (>5 minutes), excluding public damage cause codes and taking credit for step restoration procedures.



As shown in the pareto charts that follow, many of our outage cause codes reflect improved 2009 performance over what occurred in 2008, which stem from the mitigating impacts from our Reliability Management Program ("RMP"), which we describe beginning on page 5 of this document. For example, the number of vegetation-related outages has decreased due to the consistent investments that we have made over multiple years to improve our on-cycle status for vegetation management.

For reference, we provide below a chart of QSP Tariff Historical Storm Day Exclusions for the 2004-2009 timeframe. Please note that the exclusions are often for a specific portion of the State, so may not indicate a direct correlation to overall monthly results.

Historical Storm Day Exclusions

Region	Days	Tot Cnt	Storms Excluded		Storms Included	
			SAIDI[1]	SAIFI[1]	SAIDI[2]	SAIFI[2]
Metro East						
2009	5/20,9/27	2	56.12	0.59	74.70	0.73
2008	5/25,6/6,6/14,7/11	4	78.05	0.90	149.53	1.35
2007	5/6,6/7,7/8,7/26,8/11,8/13,8/28	7	82.05	0.87	364.96	1.64
2006	3/13,6/16,7/30,7/31,8/24	5	65.81	0.74	100.59	0.93
2005	6/8,6/20,6/27,6/29,7/23,9/21,9/22	7	95.96	0.93	399.00	1.70
2004	3/5,4/18,5/9,6/7,9/15,9/23,12/12	7	64.87	0.73	125.92	1.14
Metro West						
2009	5/20	1	82.12	0.74	91.47	0.84
2008	5/31,6/6,6/14,7/10,7/11	5	94.41	0.98	209.27	1.43
2007	5/6,5/23,6/7,7/8,8/11,8/13,8/28,9/20	8	95.10	0.99	497.57	1.74
2006	3/13,6/16,7/30,7/31	4	99.75	1.05	152.44	1.37
2005	6/8,6/9,6/20,6/23,6/27,6/29,6/30,7/23,9/21,9/22,9/26,9/27	12	130.91	1.09	968.55	2.05
2004	4/18,5/9,6/7,6/9,9/15	5	100.86	1.08	138.12	1.33
Northwest						
2009	5/20	1	47.52	0.42	62.98	0.67
2008	4/10,4/11,6/5,6/6,6/11,6/12,7/10,7/11,7/31,8/1,8/27	11	75.89	0.75	255.31	1.64
2007	5/6,6/7,6/10,7/3,8/11,8/13,9/18,920	8	75.92	0.67	188.03	1.40
2006	6/9,7/13,8/24,9/16	4	74.26	0.58	147.58	0.96
2005	6/8,6/20,6/29,6/30,7/23,8/26,9/3,9/5,9/12,9/13,9/21,10/4	12	81.91	0.44	206.40	1.21
2004	6/7,6/8,6/9,7/11,8/25,9/13	6	55.83	0.69	93.58	1.13
Southeast						
2009	5/20	1	52.46	0.51	75.74	0.69
2008	6/6,6/11,7/10,7/11,7/17,7/31,8/27	7	59.48	0.57	161.44	1.04
2007	3/1,5/6,6/7,8/11,8/19	5	96.17	0.80	183.01	1.35
2006	3/13,6/6,6/10,7/19,8/24,8/25	6	60.59	0.49	108.88	0.97
2005	6/8,6/20,6/29,6/30,8/9,9/3,9/4,9/24	8	91.44	0.72	208.34	1.55
2004	3/5,4/18,6/9,6/23,7/11,9/14,9/15	7	55.56	0.52	104.12	0.92

Storm Normalization based on QSP Tariff method

1) **Storms Excluded** numbers are based on tariff requirements where Storms, Transmission Level, and Public Damage causes are excluded per the Tariff definition.

2) **Storms Included** numbers are including All Levels and All Causes

Reliability Management Program Development

Our annual reliability planning process begins with an analysis of the causes for historical outages. We use pareto charts in our analysis, as provided below, which show outage cause codes for a multi-year time period, ranked in descending order by the number of Sustained Customer Interruptions ("SCI").[4]

Pareto Analysis. The following pareto charts show feeder, tap, substation and transmission level customer interruptions by primary cause code for the years 2004 through 2009.[5] As such, we expect the information we are providing in this Summary to remain substantially the same—but, we are always considering new information and adjusting our plan, as appropriate.

The charts demonstrate favorable performance in several areas, and we have included "balloons" to highlight examples of specific programs resulting in performance improvements by cause code. We note that programs typically require multiple years before their full impact is realized. At first, the programs may only halt SCI increases, but continuing investments eventually reverse adverse trends. For example, the recent years of increased tree trimming have realized improvements in vegetation-related outages, and greater investment requirements are shifting to the Overhead ("OH") and Underground ("UG") systems.

Another area with improving performance can be seen on the UG Mainline chart on page 7, where increased 2008 investments in the Feeder Performance Improvement Program ("FPIP") resulted in significant mainline cable performance in 2009.[6]

Our current RMP investments are maintaining appropriate levels of OH and UG system performance. Programs such as our FPIP and Reliability Management System ("REMS") are realizing significant contributions in system performance, and are helping to eliminate or mitigate the failures that would be otherwise typical of aging equipment.

We provide our long-term infrastructure investment plan on pages 6 and 7 of this Annual Report. We recognize that it is critical to combine our annual RMP process with a longer-term view of the aging distribution system in order to provide our customers with reliable electric service.

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[4] Electric service interruptions greater than five minutes in length.
[5] Please note that final analysis of 2009 results has not yet been completed and fully integrated into the 2010 plan.
[6] Some programs such as the Feeder Performance Improvement Program impact multiple cause codes and are not shown separately.

[TRADE SECRET DATA BEGINS-

TRADE SECRET DATA ENDS]

1. Reliability Management Programs – 'Star Chart'

After considering the most common failures and their causes, as well as at-risk equipment, we develop work plans or programs to target our investments; we provide these programs in the 'Star Chart' on the following page. These programs represent those proactive investments in the transmission and distribution systems that we believe are most likely to improve overall reliability, asset health, and meet various contingency planning requirements. These investments are made *in addition to* other capital investments that provide for adequate capacity to meet customer requirements and to accommodate load switching during outage response to minimize customer impacts.

Please note that the provided budget and actual funding information is shown at the Operating Company (Northern States Power Company, Minnesota) level, so it includes expenses for the Minnesota, North Dakota, and South Dakota jurisdictions. The exception to this is the information shown for Vegetation Management, which is specifically provided for the Minnesota jurisdiction. Also, we estimated a portion of the

related Operating and Maintenance ("O&M") costs for some programs, as they are sometimes combined with other charges.

[TRADE SECRET BEGINS

TRADE SECRET ENDS]

We have indicated the primary performance impacts of these programs with a red star, where applicable; possible performance impacts include SAIFI (System Average Interruption Frequency Index), CAIDI (Customer Average Interruption Duration Index), CEMI (Customers Experiencing Multiple Interruptions), CELI (Customers Experiencing Lengthy Interruptions) and Customer Complaints.

These programs become part of the annual RMP. A Reliability Core Team ("RCT"), consisting of both Field and Planning functions monitors system performance and progress against the RMP on a monthly basis, taking actions as necessary to ensure the best possible system performance.

High value 2009 Programs that are continuing into 2010 include: Vegetation Management, the Feeder Performance Improvement Program , Reliability Management System, Infrared Testing ("FIRE"), and all Programs targeting the transmission and substation portions of the System; these Programs all target the primary outage cause codes experienced in 2009, as well as in prior years' performance, and are expected to support strong System performance (subject to any unusual weather impacts). The RCT will continue to monitor system performance on a monthly basis to determine if additional and/or shifts in actions should be initiated as the year unfolds.

2. Reliability Management Programs – Key Initiatives

The below chart outlines primary program indicators for our key initiatives/programs; the actual amount of work completed under each program varies from year to year, and is based primarily on assessments of those areas requiring the greatest attention, as well as the results of our condition assessment (*i.e.,* the number of deficiencies requiring corrective action).

Reliability Exception Monitoring System. We experienced a decrease in our Devices Experiencing Multiple Interruptions ("DEMI") results for 2009, due to the continuing REMS program. The Vegetation Management program has continued its positive trend with favorable normalized and non-normalized results. We continue to develop and evaluate additional programs for the various parts of the distribution system.

The REMS generates a weekly report to an Engineer when a system protective device operates two or more times within a rolling 12-month period. All exceptions are investigated, and corrective action is identified and executed, as appropriate. This program continues to provide positive results.

Geographic Outage Display Tool. In 2009, we continued to use a tool originally developed in 2008, the Geographic Outage Display Tool ("GODT"), which graphically displays

customer outage counts on a map.[7] Our Area Engineers use the GODT to identify possible reliability issues not otherwise identified by our systems. We also use the GODT as part of our process to investigate and respond to customer reliability complaints. In our process, we want to understand whether an individual customer complaint may be indicative of a reliability issue that affects a larger number of customers – and GODT provides us the ability to more easily make this determination.

Because the GODT displays *all* outages for the last year, regardless of cause, it is a great compliment to the REMS tool that provides reports of single devices failing more than two times in a 12-month rolling period. We expect that through our continued use of the GODT, we will identify and resolve larger system issues that may be affecting a single customer, or a neighborhood, sooner than we can today. While we are only in the beginning stages of our use of the GODT, we believe that over the long-term, this will reduce reliability-related Commission complaints and increase customer satisfaction.

Feeder Infrared Evaluation. Our goal with the FIRE program is to infrared scan all mainline overhead every four years. The infrared scan identifies the temperature of equipment, which if elevated, is either replaced the same day, or put on a watch list to be checked again, as appropriate.

Feeder Performance Improvement Program. The FPIP targets improvements of our feeder circuit performance.. We have increased the number of feeders investigated each year in an effort to improve our worst performing circuits. If our circuit investigation identifies items that can improve the reliability, we develop and execute an action plan to affect the results.

[7] GODT is populated twice per year.

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3. Reliability Management Programs – Work Practices

Improvements to existing work practices that the RCT members and their staffs identify and implement are also an important contributor to the customer reliability experience and our reliability performance. These are operational and/or procedural changes intended to either reduce the *duration* of outages should they occur–CAIDI, or to reduce the *frequency* of outages–SAIFI.

As noted in the Reliability Management Work Practices table on page 14 of this Attachment, we assess and prioritize the actions based on a balance of their ability to positively impact reliability (high, medium or low), as well our ability to incorporate into standard work practices – with most occurring concurrently; many of these actions do not require additional funding to implement, and are achieved via ongoing employee

training and/or incorporation into standard work procedures. We continuously monitor all actions, and update our plan as appropriate.

Two Work Practice improvement areas we would like to highlight are:

Outage Verification Tool. The OVT is an electric meter query tool that we have developed to reduce the number of "Okay-on-Arrival" jobs. We piloted the OVT in our Metro East area in 2008, and implemented both functional and system reliability improvements during 2009 – and made it available for the entire seven county metro by May 2009. The OVT will allow individual or group query of electric meters to determine whether full line voltage is present. In certain cases, this tool allows us to determine remotely whether we are providing power to a meter(s), making it unnecessary to dispatch a first responder to investigate whether a customer(s) is still out of power – allowing us to more effectively use our restoration resources. We plan on integrating this functionality into our OMS system upgrade in 2011.

Cellnet "last gasp" messages. The intent of this initiative is to tie "last gasp" message data from the Cellnet Automated Meter Reading modules to our Outage Management System ("OMS"), which we expect to provide faster and more accurate escalation points to determine the source of an outage event. We believe we will have a more complete picture of the outage event's impact from this data, which will allow us to more accurately prioritize outage events and make work assignments based on the prioritization. While we continue to believe this initiative has the potential to positively impact our operations, we note that we have put this project on hold. We are implementing a new version of OMS in 2011 that will better support this functionality, so this initiative is being considered as part of the overall OMS upgrade work plan.

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We would also like to take this opportunity to highlight two other reliability-related initiatives that we developed in 2009:

Outage Maps. During 2009, we added a new display tool that allows our Customer Service Representatives and customers to view current electric outages in a specific service territory on a map, along with estimated outage restoration times.[8] Information in this new tool is fed directly from the OMS, and is updated every 30 minutes. The map zooms-in to show approximately 2.5 miles of a location, so it does not provide information about an exact premise. The maps provide aerial pictures and have symbols and other information to aid in understanding of the outage details. We are also working to further develop this tool such that System Operations could use this tool for targeting and dispatching first responder crews by late 2010.

Smart VAR Management Pilot Project. As discussed in the Energy Innovation Corridor ("EIC") Docket No. E002/M-09-1488, we proposed a Smart VAR[9] Management Pilot project in 2009.

The Smart VAR Management Pilot project is a "Smart Grid" project. The pilot project will replace controls on a number of "dumb" capacitors on the eight substations that directly serve the Central Corridor Utility Zone with controls that have real-time two way communications, and are interconnected with a centralized control system. In so doing, we expect to be able to better manage reactive power in that portion of the distribution system, increasing power quality and reducing system energy losses for our distribution customers in the Utility Zone.

A number of loads (such as some motors, air conditioners, furnaces, etc.) on a distribution system are "inductive" – opposing a change in the flow of current. In order to maintain voltage, "reactive power," measured in VARs, must be supplied. VARs can be provided either by electric generation or by capacitors on the distribution system. In areas where capacitors are used, these are generally "dumb" systems, controlled via a one-way communications system that is unable to communicate actual voltage and reactive flow levels where the capacitor is located.

In other words, because the current system is one-way, there is no feedback to a central location and it is essentially "blind" as to whether the capacitor is operating or not; i.e., whether voltage levels are too high or too low; or whether the reactive power levels are sufficient. Consequences can include inefficient operation of customer equipment

[8] This tool was added to our internal Customer Care Quick Reference ("CCQR") for our Customer Service Representatives; customers can access the tool on our website.
[9] VAR stands for Voltage Ampere Reactive power.

whenever the voltage is too high or too low; and increased electricity costs due to system energy losses.

The project will consist of installing approximately 245 capacitor controls capable of two-way communications on the capacitors of the eight primary substations that directly serve the Utility Zone, and a centralized control system to manage information and control the capacitors. This pilot project will enable the central control to monitor actual field conditions and switch capacitors in and out, increasing or decreasing VAR production to ensure the proper voltage levels and appropriate reactive power amounts.

Commission Order Point G

We note that we met with Commission Staff and the OES in November 2009. In the meeting, we discussed specific changes we could make to further enhance our reliability reporting, and make it more meaningful. As a result of this meeting, we developed the below Reliability Cost Matrix and storm normalization update, as also filed on December 18, 2009 in Docket No. E002/M-09-343.

Reliability Cost Matrix

Isolating the costs associated with providing customers reliable electric service is a challenge, which stems primarily from the interrelatedness of the work that our construction, maintenance, engineering, and other field operations areas perform. These functions are involved in repairing the system when it fails, performing maintenance on the system, and making capacity additions or other upgrades for our customers—all activities that contribute to providing our customers with reliable service.

For example, when we increase the capacity of a portion of our system for new customers, those improvements may also bring reliability improvements to current customers by providing them additional redundancy to the facilities currently serving them.

Given the inherent challenge of capturing the relevant costs of providing reliable service to our customers, we have identified two cost categories that we believe represent significant contributors to our reliability performance:

1) Distribution Control Center and Trouble Operations Operation and Maintenance ("O&M") costs; and
2) Distribution Capital Reliability Expenditures.

We provide below, graphs demonstrating these costs compared to both SAIDI and SAIFI for 2006-2009.

We note that we calculated the below Minnesota O&M Control Center/Trouble costs using the actual expenses (labor, fleet, materials, and other) of the five business areas whose primary responsibility is outage restoration and emergency response. We note that this includes dispatchers from North Dakota and South Dakota

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Additionally, we provide graphs demonstrating our SAIDI and SAIFI performance compared to our Capital Reliability Expenditures.

We note that the following capital expenditures include any dollars spent that *may* have an impact on reliability. For example, this would include capacity funding and capital projects such as cable replacement and our FPIP, which we discussed in the Section "Reliability Reporting Requirements" in this Annual Report on page 11. On the following graphs, "new business" indicates areas where we are not established and needed to install either overhead or underground lines and "reconstruction" is any rebuilding or construction that is related to existing customers.

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Storm Normalization

Our SAIDI, SAIFI and CAIDI calculations for 2009 using the data *excluded* by the IEEE 2.5 beta method is zero for all regions because we have not had any data excluded by this methodology due to the mild weather.

In summary, this document outlines the Company's reliability results, provides trend information, and correlates both the impact of outside forces, as well as the positive actions we have taken to achieve our results. We have summarized the processes and data that we use to determine areas of greatest impact, develop targeted investment strategies, ensure the execution of annual work plans, and assure reliability and ongoing satisfactory performance of the system as a whole. We know that positive results are a direct reflection of consistent and sustained focus, and as such, believe our RMP and other actions provide a solid foundation on which to deliver reliable performance of our distribution system. We look forward to continuing to work with Commission Staff on enhancing our reliability reporting.

The Commission's August 11, 2009 ORDER in Docket No. E002/M-09-343 requires the following:

4. Regarding additional issues for Reports due April 1, 2010, Xcel shall:

c. submit additional information so that SAIDI, SAIFI and CAIDI is calculated using the data excluded by the IEEE 2.5 beta method (data from major event days) and provide the outage data using three different methods and provide a detailed explanation of the differences:

1. storm normalized using the IEEE 2.5 beta method

2. storm normalized using Xcel's current method

3. non-storm normalized

The implementation for this method should be for the reporting year beginning January 1, 2009. In addition, Xcel shall report on the major causes of outages for major event days.

2009	IEEE Storms Only			IEEE			Xcel Energy(Annual)			Non-normalized		
Region	**SAIDI**	**SAIFI**	**CAIDI**	**SAIDI**	**SAIFI**	**CAIDI**	**SAIDI**	**SAIFI**	**CAIDI**	**SAIDI**	**SAIFI**	**CAIDI**
Minnesota	0.00	0.00	0.00	79.66	0.76	104.58	77.36	0.74	104.49	79.66	0.76	104.58
Metro East	0.00	0.00	0.00	76.66	0.76	101.50	74.21	0.73	101.87	76.66	0.76	101.50
Metro West	0.00	0.00	0.00	86.77	0.81	106.87	84.43	0.79	106.58	86.77	0.81	106.87
Northwest	0.00	0.00	0.00	62.08	0.65	96.21	62.07	0.65	96.21	62.08	0.65	96.21
Southeast	0.00	0.00	0.00	73.10	0.66	110.52	69.37	0.63	110.06	73.10	0.66	110.52

NORMALIZATION METHODS SUMMARY

(1) IEEE STORMS ONLY

Provides SAIDI, SAIFI and CAIDI calculations for 2009 IEEE 2.5 beta method Major Event Days only.

We note that the calculations are zero for all regions because we did not have any Major Event Days in 2009 using this methodology.

(2) IEEE

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.

- Where applicable, includes credit for partial restoration.
- Calculations are based on the number of customers who receive a bill.
- Major Event Days ("MED") are excluded from calculations.
    - A MED is a day in which the daily system SAIDI exceeds a threshold value
    - MED thresholds are determined as follows:
        - Daily SAIDI values are collected for previous 5 years;
        - Only include days with SAIDI;
        - Determine the natural logarithm of each daily SAIDI;
        - Find the average of the daily natural logarithms;
        - Find the standard deviation of the daily natural logarithms; and
        - Compute the Major Event day threshold using this equation: Exponent (average + 2.5 Standard Deviations)
    - Any day with daily SAIDI greater than the threshold is considered a MED and is excluded from indice calculations.

(3) XCEL ENERGY

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.
- Where applicable, includes credit for partial restoration.
- Calculations are based on the number of customers who receive a bill.
- Storm days are excluded from calculations.
    - A storm day is a day in which the daily count of sustained outages meets or exceeds a threshold value.
    - Storm Thresholds are determined as follows:
        - Daily sustained outage counts are collected by work center for previous 5 years;
        - Include days with no outages;
        - Find the average of the daily counts;
        - Find the standard deviation of the daily counts; and
        - Compute the Storm Thresholds for each work center using this equation: average + 3 standard deviations.
    - Any day in a work center with daily counts meets or exceeds the threshold is considered a storm day

(4) NON-NORMALIZED

- Includes outages occurring at all levels (distribution, substation, and transmission).

- Includes all outage cause codes.
- Where applicable, includes credit for partial restoration.
- Calculations are based on the number of customers who receive a bill.
- Include all days in calculations.

Power Quality and MAIFI

In this Attachment, we provide the following information required in Order point 4 f. and g. of the Commission's August 11, 2009, ORDER in Docket No. E002/M-09-343, as follows:

> *f. make preparations to begin reporting on MAIFI in the Annual Safety, Service Quality Reports by April 1, 2011; and*
>
> *g. work with Commission Staff to develop more meaningful reliability reporting on an ongoing basis… including updates on:*
>
> *1. power quality data collection, including MAIFI*
>
> *2. the means by which power quality is currently monitored*
>
> *3. a description of the current MAIFI data collected*
>
> *4. issues related to the current collection of all relevant MAIFI data*

We provide this information below.

Although we are not required to begin reporting Momentary Average Interruption Frequency Index ("MAIFI") information until our April 1, 2011 Annual report, we are providing our first report of this information in this 2010 Annual Service Quality Report.

We note that we met with Commission Staff and the OES in November 2009. In the meeting, we discussed the difference between the MAIFI indice and how it will differ from a customer's power quality experience. We also discussed the Company's ability to report MAIFI, based on our level of deployed equipment on our distribution system. From this meeting and discussion, we filed an interim version of this information on December 18, 2009 in Docket No. E002/M-09-343.

Below, we provide foundational definitions, and describe the difference between a MAIFI event and a customer power quality event. We also outline our planned, annual MAIFI reporting per the following IEEE (Institute of Electrical and Electronics Engineers, Inc.) MAIFI event definition:

> *Momentary interruption event:* An interruption of duration limited to the period required to restore service by an interrupting device.
>
> NOTE—Such switching operations must be completed within a specified time of 5 minutes or less. This definition includes all reclosing operations that occur within five minutes of the first interruption. For example, if a recloser or circuit breaker operates two, three, or four times and then holds (within 5 minutes of the

first operation), those momentary interruptions shall be considered one momentary interruption event.

MAIFI Reporting. For our 2009 MAIFI reporting, we applied the above IEEE Momentary Interruption Event definition and provide the MAIFI calculation for our SCADA-enabled Feeder-level protection devices that have operated within a five minute time period.

Generally, momentary outage information is available at the feeder level and above, by feeder circuit, and only on feeders that are located in substations with SCADA (Supervisory Control and Data Acquisition) capability. We are not able to accurately measure momentary outages at a customer level with our current distribution infrastructure. Given current infrastructure, we are able to report MAIFI at the distribution feeder level for approximately 92 percent of our retail customers.

Below are our 2009 MAIFI results followed by the calculation methodologies we applied:

2009	**IEEE**	**Xcel Energy (Tariff)**	**Xcel Energy (Annual)**	**Non-normalized**
Region	MAIFI	MAIFI	MAIFI	MAIFI
Minnesota	0.89	0.63	0.86	0.89
Metro East	0.75	0.64	0.70	0.75
Metro West	0.93	0.77	0.91	0.93
Northwest	1.12	0.50	1.12	1.12
Southeast	0.97	0.22	0.94	0.97

IEEE

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.
- Calculations are based on the number of customers who receive a bill.
- Excludes all storm days that qualify under IEEE 2.5 normalization method.

XCEL ENERGY (QUALITY OF SERVICE PLAN TARIFF METHOD)

- Excludes outages occurring at Transmission Line level.
- Excludes Public Damage outage cause codes.
- Calculations are based on the number of customers at an address.
- Excludes all storm days that qualify under Tariff normalization method.

XCEL ENERGY (ANNUAL METHOD)

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.

- Calculations are based on the number of customers who receive a bill.
- Excludes all storm days that qualify under Annual normalization method.

NON-NORMALIZED

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.
- Calculations are based on the number of customers who receive a bill.
- Include all days in calculations.

Power Quality. Customers' power quality experience differs from what we are able to discern from the distribution system. While distribution system events disrupt affected customers, most often, customers with power quality concerns are experiencing more subtle power disturbances that affect certain types of equipment and/or appliances, depending on their sensitivity. These subtle power disturbances are typically at the *sub-cycle* level and are not discernable at a distribution *system* level.[1] Thus, we believe the customer's power quality experience is not fully reflected in MAIFI.

We work one-on-one with customers expressing power quality concerns. These are typically customers that have equipment that is particularly sensitive to minor fluctuations in the distribution system power levels. Our first step in resolving these concerns is to conduct a voltage investigation, which we track and report as required by Minn. Rule 7826.0500. Often times, this investigation determines that the problem the customer is experiencing is with their internal wiring or the sensitivity of various customer-owned equipment or appliances – and not with the distribution system.

We do not track our work with these customers beyond our voltage investigation, but our Area Engineers and other Company representatives often work cooperatively with customers to identify and support customer installation of protective and/or other equipment that will ensure the customers' sensitive equipment is not disturbed by normal, minor fluctuations in the distribution system power levels. We additionally note that we offer an annual Power Quality workshop to our large, managed account customers.

[1] A sub-cycle disturbance is one that lasts less than $1/60^{th}$ of a second.

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.

xx by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota

xx electronic filing

Docket No. E-002/M-10-____

Dated this 1st day of April 2010

/s/

_____

Carole Wallace

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