March 26, 2020

Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

Jessica Burdette
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, MN 55101

RE: RESPONSIVE MEASURES TO COVID-19
DOCKET NO. E,G999/CI-20-375

Dear Mr. Seuffert and Ms. Burdette:

Northern States Power Company, doing business as Xcel Energy, submits this letter in response to the March 25, 2020 letter from the Minnesota Public Utilities Commission and the Department of Commerce in the above-noted docket. In that letter, the Commission and Department requested information from the state’s electric and gas utilities on voluntary actions being taken to work with affected customers and communities for the duration of the national security or peacetime emergency in Minnesota, declared via Executive Order 20-01 issued March 13, 2020 by Governor Tim Walz, due to the coronavirus disease 2019 (COVID-19) outbreak.

As a provider of essential services to millions of Minnesota residents and businesses, the Company remains committed to providing safe and reliable natural gas and electric service to our customers and meeting their needs during this time of otherwise unprecedented disruption. At the same time, as an employer to many of the same residents and many more employees across our eight-state service territory, we are committed to ensuring the safety of our employees, their families, and their communities.

The Company is also focused on working with affected customers during this time. To that end, we have already suspended disconnections for residential customers
consistent with Minnesota’s Cold Weather Rule. We are also waiving late fees for residential and small business customers who are affected by the economic impacts of the coronavirus pandemic. We are likewise implementing procedures to work with affected customers to arrange payment plans for those requesting assistance during this time, and those payment plans will reflect the financial resources and circumstances of each customer given the current economic conditions.

In short, we have voluntarily undertaken all of the actions identified in the Commission and Department’s letter, and we hope these measures serve to mitigate at least some of the economic hardship that many of customers are experiencing. In addition, we are working to evaluate additional economic relief options and will bring forward any additional updates and proposals to the Commission.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies have been served on the parties on the attached service list. Please contact Bridget Dockter at bridget.dockter@xcelenergy.com or (763) 213-6267 if there are any questions regarding this submission.

Sincerely,

CHRISTOPHER B. CLARK
PRESIDENT
NORTHERN STATES POWER COMPANY MINNESOTA

Enclosures
c: Service List
CERTIFICATE OF SERVICE

I, Jim Erickson, hereby certify that I have this day served copies or summaries of the foregoing document on the attached list(s) of persons.

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

or

xx electronic filing

Docket No. E,G999/CI-20-375

Dated this 26th day of March 2020

/\s/

__________________________
Jim Erickson
Regulatory Administrator
<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
<th>Company Name</th>
<th>Address</th>
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<td>Commerce Attorneys</td>
<td><a href="mailto:commerce.attorneys@ag.state.mn.us">commerce.attorneys@ag.state.mn.us</a></td>
<td>Office of the Attorney General-DOC</td>
<td>445 Minnesota Street Suite 1400&lt;br&gt;St. Paul, MN 55101</td>
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<tr>
<td>Sharon</td>
<td>Ferguson</td>
<td><a href="mailto:sharon.ferguson@state.mn.us">sharon.ferguson@state.mn.us</a></td>
<td>Department of Commerce</td>
<td>85 7th Place E Ste 280&lt;br&gt;Saint Paul, MN 551012198</td>
<td>Electronic Service</td>
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<tr>
<td>Generic Notice</td>
<td>Residential Utilities Division</td>
<td><a href="mailto:residential.utilities@ag.state.mn.us">residential.utilities@ag.state.mn.us</a></td>
<td>Office of the Attorney General-RUD</td>
<td>1400 BRM Tower&lt;br&gt;445 Minnesota St&lt;br&gt;St. Paul, MN 551012131</td>
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<td>Yes</td>
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<tr>
<td>Will</td>
<td>Seuffert</td>
<td><a href="mailto:Will.Seuffert@state.mn.us">Will.Seuffert@state.mn.us</a></td>
<td>Public Utilities Commission</td>
<td>121 7th Pl E Ste 350&lt;br&gt;Saint Paul, MN 55101</td>
<td>Electronic Service</td>
<td>Yes</td>
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