



414 Nicollet Mall
Minneapolis, Minnesota 55401-1993

March 26, 2020

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

—Via Electronic Filing—

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,

A handwritten signature in blue ink, appearing to read "Chris B. Clark".

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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_20-375_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_20-375_Official
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_20-375_Official
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_20-375_Official