

The Commission met on **Thursday, February 2, 2012**, with Commissioners Reha, Boyd, O'Brien, and Wergin present.

The following matters were taken up by the Commission:

ENERGY AGENDA

E-015/M-11-1215

In the Matter of Minnesota Power's Petition for Approval of an Electric Service Agreement Between Mining Resources, LLC and Minnesota Power

Commissioner Boyd moved that the Commission approve the Company's electric service agreement between Minnesota Power and Mining Resources.

The matter passed, 4-0.

Docket No. G-007/011/M-10-374

In the Matter of the 2010 Annual Service Quality Report of Minnesota Resources Energy Corporation

Docket No. G-008/M-10-378

In the Matter of the 2010 Annual Service Quality Report of CenterPoint Energy

Docket No. G-022/M-11-356

In the Matter of the 2010 Annual Service Quality Report of Greater Minnesota Gas, Inc.

Docket No. G-002/M-11-360

In the Matter of the 2010 Annual Service Quality Report of Northern States Power Company

Docket No. G-001/M-11-361

In the Matter of the 2010 Annual Service Quality Report of Interstate Power and Light

Docket No. G-004/M-11-363

In the Matter of the 2010 Annual Service Quality Report of Great Plains Natural Gas Company

Commissioner Wergin moved that the Commission:

1. Accept the 2010 natural gas utilities' service quality reports.
2. Require utilities, in future annual reports, to include data on their average speed-of-answering calls, in addition to reporting on the percentage of calls answered within 20 seconds or less.
3. Accept MERC's telemetering implementation report.

4. Require Greater Minnesota Gas to promptly respond to the Department's request for information to address whether its 2010 monthly disconnection figures are comparable to previous years and whether the month-to-month changes in disconnections are similar to those in previous years.
5. Require IPL, beginning with its 2011 annual report, to provide the number of locate requests.
6. Require CenterPoint and MERC to submit a compliance filing on whether the miles of pipe the companies reported in operation as of December 31, 2008 and 2009, and as reported in their annual 2010 reports, are accurate.
7. Require Interstate, Great Plains, and Greater Minnesota Gas to provide, beginning with their 2011 annual reports, the number of miles of pipe they operate in Minnesota.
8. Require MERC to file a response explaining why its revised attachment J spreadsheet does not include changes to its original filing.
9. Direct the utilities to work with the Department and Commission staff to develop more accurate and complete service reports.
10. Require the gas utilities to comply with the following requirements:
 - A. Require Interstate, in its 2011 annual report, to explain how it calculated its 2010 "percentage of calls answered within 20 seconds."
 - B. Request that CenterPoint clarify in its 2011 annual report what is included in the following four customer complaint categories: disconnect for non-payment; service order scheduling; inadequate service; and AMB/BBP issue. CenterPoint should also address how these categories correspond with the categories contained in Minn. Rules, part 7826.2000 (B).
 - C. Request that Xcel explain in its 2011 annual report how its gas-related call center complaints correspond with the complaint categories contained in Minn. Rules, part 7826.2000.
 - D. Require the utilities to explain, in their 2011 annual reports, whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.
 - E. Require the utilities to explain, beginning with their 2011 annual reports, the types of extension requests (such as requests for reconnection after disconnection for non-payment) they are including in their data on service extension request response times for both locations not previously served, as well as for locations that were previously served.
 - F. Require the utilities to explain, beginning with their 2011 annual reports, the types of deposits (such as new deposits from new and reconnecting customers and the total

number of deposits currently held) included in the reported number of “required customer deposits.”

- G. Require MERC to report, beginning with the Company’s 2011 annual report, the number of customers - in addition to the number of service interruptions – whose service was interrupted and the average duration of the interruptions.

Require Interstate and Great Plains to report, beginning with their 2011 annual reports, all gas service interruptions on their systems (not only those service interruptions immediately reportable to the Minnesota Office of Pipeline Safety).

- H. Require MERC to report, beginning with the Company’s 2011 annual report, gas emergency response times by region (geographic district).

- I. Require the utilities to describe, beginning with their 2011 annual reports, the types of gas emergency calls included in their gas emergency response times, as well as the types of emergency calls included in their reports to the Minnesota Office of Pipeline Safety (MOPS). Require the utilities to provide an explanation of any difference between the reports provided to the Commission and to MOPS.

11. Direct the parties to convene a workgroup to work on improving consistency in reporting and to address the following issues:

- Whether MERC should be required, in future annual reports, to further categorize the complaints included in the category “my bill is too high” (in its 2010 report, MERC reported that 70% of its complaints were included in this category).
- How MERC, in future annual reports, should report on escalated, informal complaints, including those received by the Commission’s Consumer Affairs Office (in its 2010 report, MERC did not categorize these complaints by type and how long they took to resolve).
- How Xcel, in future annual reports, should report on call center complaint resolution timeframes (Xcel did not include this information in its 2010 report).
- Whether utilities should be required to include in their annual service quality reports copies of their annual customer service reports (required under Minn. Rules, part 7820.0500), and whether these requirements overlap.
- Whether the utilities’ data on the number of unread meters and unexplained meter readings is consistent with the utilities’ data on the number of estimated billings under Minn. Rules, part 7820.3400.
- Development of a more accurate and comparable method of reporting meter reading staffing levels and whether it is relevant for meter-reading staffing levels to be reported by work center or geographical area.

- Whether to require utilities to include in their annual service quality reports copies of the information they submit under Minn. Stat. §§ 216B.091 and 216B.096, and if so, in what format.
- Whether utilities should be required to report the number of requests for service to previously served locations and the time required to complete these requests, and
- Whether to exclude from the reports the number of reconnections and restoration of service requests that were processed after a meter was locked for non-payment of a bill and which are also reported under Minn. Stat. §§ 216B.091 and 216B.096.
- Whether to require MERC, Xcel, Interstate, and Great Plains to provide the same level of underlying detail on the total number of mislocates (the number of mismarked lines and the number of failures to mark a line) that CenterPoint provided in its 2010 report.
- Whether to require Interstate to report in future annual reports its gas damage data by month.
- Whether to require Great Plains and Greater Minnesota Gas to include in future annual reports data on the type of party (third-party contractor, utility personnel, customer) who caused each particular damage event.
- How the utilities account for lost gas when there is an incident of any kind that results in lost gas; who pays for the lost gas and who pays for the cost of repairing damaged lines when the damage is not caused by the company or its contractor, as well as when the damage *is* caused by the company.
- Whether Xcel should continue providing gas service interruption information in the five categories used for October through December 2010, or
- Whether Xcel should be required to summarize its gas service interruption data using the two categories of gas service interruption as required and used by the other companies. These two categories are: (1) customer outages due to Xcel employee or Xcel contractor and (2) customer outages due to any other unplanned cause.
- Whether to require Xcel to include in its future annual service quality reports the number of gas emergency calls in addition to the average answer time for these calls.
- Whether to require the gas utilities to include in their annual reports their goals (internal performance metric) for answering gas emergency calls in terms of the “percentage of calls answered within XX seconds.”

- Whether to require Great Plains to provide, in future annual reports, an average response time calculation for all gas emergency responses.
- Whether to require the gas utilities to provide, in future annual reports, complete and non-redacted copies of their MOPS Emergency Response Reporting Forms.
-
- Whether to require the gas utilities to provide, in future annual reports, reconciliations between the gas emergency response numbers reported in their annual service quality reports and the numbers reported to MOPS in the MOPS Emergency Response Reporting Forms, and
- Consider input from the Department on review of those reconciliations, including whether the utilities are accurately reporting their gas emergency response times and reporting data using the correct gas emergency response time metric.

The motion passed 4-0.

E,G-999/CI-11-1149

In the Matter of the Minnesota Public Utilities Commission’s Implementation of Minnesota Laws 2011, Chapter 97, Sections 8, 18, 19, 21, and 31

Commissioner Wergin moved that the Commission:

1. Determine that the rates for retail electric or natural gas service charged to Large Customer Facilities on and after January 1, 2012 whose electric or gas utilities were exempted prior to January 1, 2012 by the Commissioner of the Department of Commerce under Minn.Stat. §216B.241, subd. 1a must not include recovery of any CIP-related investments or expenses;
2. Direct each utility serving such exempt large customer facilities to refund to these customer and CCRC and CCRA amount collected in rates for service provided on and after January 1, 2012 within 30 days of the date of the Commission Order;
3. Require each utility to file a report with the Commission detailing the amounts refunded within 15 days of completing the refunds required above; and
4. Direct each utility to file a proposal including related tariffs within 30 days of the Commission Order, for Commission review and approval, detailing how the utility proposes to cease charging the CCRC built into base rates to such exempt large customer facilities.

The motion passed, 3-1 (with Commissioner Reha voting no).

Commissioner Boyd moved that the Commission determine that Large Customer Facilities whose electric or natural gas utilities were exempted prior to January 1, 2012 by the

Commissioner of the Department of Commerce under Minn. Stat. §216B.241, subd. 1a, should not be required to pay back any rebates or other direct payments related to participation in the utilities' CIP program.

The matter passed, 4-0.

E-001/GR-10-276

In the Matter of the Application of Interstate Power and Light Company for Authority to Increase Rates for Electric Service in Minnesota

Commissioner O'Brien moved that the Commission:

1. Approve IPL's proposed test-year revenue deficiency of \$8,361,369 to produce total annual revenues of \$76,415,099 as presented on IPL's Compliance Filing of December 8, 2011 Section III Schedule A;
2. Approve IPL's proposed tariffs including the renewable rider tariff, which is subject to final determination in Docket No. E001/M-10-312;
3. Approve IPL's proposal to use a temporary renewable energy rider for the period between final rates and the WWE Renewable Rider proceeding in Docket No. E001/M-10-312, based on projected energy output and a price of \$51 per MWH;
4. Approve IPL's refund plan, including retaining an amount attributable to WWE based on projected energy output, subject to further refund and true-up based on the final determination in Docket No. E001/M-10-312;
5. Require IPL to submit within 10 days of the completion of the refund for all its customers, a compliance filing that separately shows the actual refunds and interest paid by rate class including supporting calculation;
6. IPL's final rates shall be effective on or before February 17, 2012;
7. IPL's interim refund shall begin by no later than March 8, 2012; and
8. Approve IPL's proposed customer notices in section IV part D of IPL's December 8, 2011 compliance filing.

The matter passed, 4-0.

E,G-999/CI-08-133

In the Matter of Commission Review of Utility Performance Incentives for Energy Conservation Pursuant to Minn. Stat. § 216B.241, subd. 2c

Commissioner Reha moved that the Commission:

1. Adopt the Department's recommendation to remove the non-linear adjustment from the shared savings DSM financial incentive effective with energy savings achievements in 2012 for all natural gas and electric utilities.
2. Grants the Department's request to extend the due date for the utility annual incentive compliance filings until March 15, 2012.

The motion passed 3 – 1 (with Commissioner O'Brien voting no).

IP-6871/WS-11-863

In the Matter of the Site Permit Application of Community Wind South, LLC for a 30.75MW Large Wind Energy Conversion System in Nobles County

Commissioner Wergin moved that the Commission:

1. Make a preliminary determination that a draft site permit may be issued;
2. Approve the proposed draft site permit for the Community Wind South Project for distribution and public comment;
3. Authorize EFP staff to implement the public participation process found in Minnesota Rules 7854.0900.

The matter passed, 4-0.

IP-6701/WS-08-1233

In the Matter of the AWA Goodhue, LLC 78 Megawatt Large Wind Energy Conversion System in Goodhue County, Minnesota

PULLED

There being no further business, the meeting was adjourned.

APPROVED BY THE COMMISSION: April 11, 2012



Burl W. Haar, Executive Secretary