



414 Nicollet Mall
Minneapolis, MN 55401

September 24, 2025

—Via Electronic Filing—

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

RE: COMPLIANCE FILING
IN THE MATTER OF UTILITY COLD WEATHER RULE AND RESIDENTIAL
CUSTOMERS STATUS DATA
DOCKET NO. E,G999/PR-25-02 and E002/M-24-27

Dear Ms. Bergman:

Northern States Power Company, doing business as Xcel Energy (Company), submits this letter in compliance with the Minnesota Public Utilities Commission's August 28, 2025 Order in Docket No. E,G999/PR-25-02.

Order Point No. 1 requires that:

- 1. Rate-regulated public utilities that have not already done so must submit a compliance filing within 30 days in this docket detailing their current policies and practices on disconnections, service deposits, and payment agreements.*

The Company complied with this requirement earlier, with the exception of the language on service deposits. The Commission's January 13, 2025 Order in Docket No. E-002/M-24-27 required:¹

- 22. Xcel must publish its disconnection and payment agreement policies and practices on its website. Subject to technical feasibility, Xcel shall make the edits discussed in ECC/CUB's September 12, 2024 comments to its payment agreement webpage.*
- 23. Xcel must make a filing in the instant docket and Docket E,G-999/PR-24-02 detailing its current disconnection policies and practices, and require Xcel to submit additional filings in*

¹ January 13, 2025. ORDER ACCEPTING REPORTS AND SETTING ADDITIONAL REQUIREMENTS. *In the Matter of Xcel Energy's 2023 Annual Safety, Reliability and Service Quality Report.* Docket No. E-002/M-24-27.

Docket E,G-999/PRYR-02 when there are changes to those policies and practices within 20 days of the Order.

The Company complied with Order Points 22 and 23 by:

- Publishing the *Minnesota Disconnection Process* document on our website in two locations: [Payment Arrangements | Billing & Payment | Xcel Energy](#) and [Manage Your Bill | Billing & Payment | Xcel Energy](#);
- Adding the language discussed in ECC/CUB's September 12, 2024 comments to [Payment Arrangements | Billing & Payment | Xcel Energy](#), under "Things to Remember"; and
- Making a compliance filing on January 31, 2025, and corrected compliance filing on March 3, 2025, with that same *Minnesota Disconnection Process* document.

We did not include language on service deposits in the *Minnesota Disconnection Process* document we filed and posted to the website. Service deposits are not mentioned in the January 13, 2025 Order, and the Company uses them very infrequently (only when a residential customer has filed for bankruptcy), so it did not occur to us to refer to service deposits in the *Minnesota Disconnection Process* document.

However, the August 28, 2025 Order language does mention service deposits in addition to disconnections and payment arrangements. So for completeness, we are re-filing the *Minnesota Disconnection Process* document here, included as Attachment A, with an explanation of service deposits added. We will also replace the version on our website with this one.

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 me at Nicholas.f.martin@xcelenergy.com or (612) 330-6255 or Christine Marquis at christine.e.marquis@xcelenergy.com or (612) 330-6193 if there are any questions regarding this submission.

Sincerely,

/s/

NICHOLAS MARTIN

DIRECTOR, STRATEGIC OUTREACH & ADVOCACY

Enclosure

cc: Service Lists

Minnesota Disconnection Process

Minnesota Residential:

Disconnection is a last resort, only occurring after a process during which Xcel Energy works with customers who are unable to pay their full balance or full disconnect balance to agree on a payment arrangement that works for them. We also refer customers to various forms of energy assistance.

Notice. The disconnection/shut-off notice due date is ten business days after the Disconnection Warning Statement during both Non-Cold Weather Rule (CWR) (May 1 – September 30) and Cold Weather Rule (CWR) (October 1 - April 30).

Payment thresholds. Disconnect notices will only be mailed out once a customer's past due balance reaches \$180. Customers are not subject to disconnection until the balance reaches at least \$300.

Communication channels. For customers who have given the Company permission through their preferred notification channels, we will attempt two methods of electronic communication to reach customers prior to disconnection. This can include text and/or email, though only if the customer has given the Company permission to use those channels. We send disconnection notices to both service and mailing addresses, if different.

Payment arrangements. Xcel Energy offers two different types of payment arrangements: Fixed Plus Current and Fixed Plus Budget. Under Fixed Plus Current, the customer's past due balance is divided by the number of months agreed to in the payment plan; the amount due is that monthly amount plus the current month's bill. Under Fixed Plus Budget, the customer's past due balance is divided into the agreed number of months (usually 12) and the fixed monthly amount is set based on the average of 12 months of usage.

Down payments without extenuating circumstances. A customer without extenuating circumstances will generally be offered the down payment amounts in the "Normal Payment Agreements" line of the Graduated Down Payment Structure table below, with the required down payment increasing if the customer has entered into and broken past payment arrangements in the most recent (rolling) 12 months. The Company will negotiate payment agreement terms, including down payment amounts and length of arrangements, individually with each customer. Based on their household financial circumstances, customers may be offered lower down payments than those shown in the Normal Payment Agreements line on a case-by-case basis. During the Cold Weather Rule months, customers with income at or below 50% of the state median will not pay a down payment exceeding 10% of their monthly income, consistent with <https://www.revisor.mn.gov/statutes/cite/216B.096>, Subd. 5.

Down payments for extenuating circumstances. The Company will negotiate payment agreement terms, including down payment amounts and length of arrangements, individually with each customer. Based on extenuating circumstances, customers may be offered lower down payments than those shown in the “Extenuating Circumstances Payment Agreement” line of the Graduated Down Payment Structure table below on a case-by-case basis. During the Cold Weather Rule months, customers with income at or below 50% of the state median will not pay a down payment exceeding 10% of their monthly income, consistent with <https://www.revisor.mn.gov/statutes/cite/216B.096>, Subd. 5.

Graduated Down Payment Structure for Payment Plans						
Payment Arrangement Offered	1 st	2 nd	3 rd	4 th	5 th	6 th
Normal Payment Agreements	10% down	25% down	35% down	50% down	50% down	50% down
Extenuating Circumstances Payment Agreement	10% down	15% down	25% down	40% down	50% down	50% down

Service deposits. The Company requires a service deposit only for residential customers who have filed for bankruptcy. A service deposit consists of two average monthly bills.

CERTIFICATE OF SERVICE

I, Joshua DePauw, 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 NOS. E,G999/PR-25-02 AND E002/M-24-27

Dated this 24th day of September 2025

/s/

Joshua DePauw
Regulatory Administrator

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.		1900 Cardinal Lane PO Box 798 Faribault MN, 55021 United States	Electronic Service		No	PR-25-2
2	Ryan	Baumtrog	ryan.baumtrog@state.mn.us		Minnesota Dept of Housing	400 Wabasha St N Ste 400 St. Paul MN, 55102 United States	Electronic Service		No	PR-25-2
3	Sasha	Bergman	sasha.bergman@state.mn.us		Public Utilities Commission		Electronic Service		No	PR-25-2
4	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	PR-25-2
5	Mike	Bull	mike.bull@state.mn.us		Public Utilities Commission	121 7th Place East, Suite 350 St. Paul MN, 55101 United States	Electronic Service		Yes	PR-25-2
6	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	PR-25-2
7	Brandon	Crawford	brandonc@cupminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 St. Paul MN, 55101 United States	Electronic Service		No	PR-25-2
8	Beverly	Dahlberg	bevdahlberg@nweco.com	Northwestern Wisconsin Electric Co.		104 South Pine Street P O Box 9 Grantsburg WI, 54840-0009 United States	Electronic Service		No	PR-25-2
9	Brian	Edstrom	briane@cupminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 Saint Paul MN, 55101 United States	Electronic Service		No	PR-25-2
10	Ron	Elwood	relwood@mnlsap.org	Legal Services Advocacy Project		970 Raymond Avenue Suite G-40 Saint Paul MN, 55114 United States	Electronic Service		No	PR-25-2
11	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	PR-25-2
12	Jenny	Glumack	jenny@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	PR-25-2
13	Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association		4300 220th St W Farmington MN, 55024 United States	Electronic Service		No	PR-25-2
14	Travis	Jacobson	travis.jacobson@mdu.com	Great Plains Natural Gas Company		400 N 4th St Bismarck ND, 58501 United States	Electronic Service		No	PR-25-2

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
15	Jack	Kegel	jkegel@mmua.org	MMUA		3025 Harbor Lane N Suite 400 Plymouth MN, 55447-5142 United States	Electronic Service		No	PR-25-2
16	Collin	Kremeier	ckremeier@otpc.com	Otter Tail Power Company		PO Box 496 Fergus Falls MN, 56538-0496 United States	Electronic Service		No	PR-25-2
17	Annie	Levenson Falk	annielf@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota Street, Suite W1360 St. Paul MN, 55101 United States	Electronic Service		No	PR-25-2
18	Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.		505 Nicollet Mall 3rd Floor Minneapolis MN, 55402 United States	Electronic Service		No	PR-25-2
19	Christine	Marquis	regulatory.records@xcelenergy.com	Xcel Energy		414 Nicollet Mall MN1180-07-MCA Minneapolis MN, 55401 United States	Electronic Service		No	PR-25-2
20	Darrick	Moe	darrick@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	PR-25-2
21	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	PR-25-2
22	Jennifer	Peterson	jjpeterson@mnpower.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	PR-25-2
23	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	PR-25-2
24	Jodi	Schinzling	jodischinzling@nweco.com	Northwestern Wisconsin Electric Company		104 S. Pine Street Grantsburg WI, 54840 United States	Electronic Service		No	PR-25-2
25	Lori	Schultz	lorischultz@minncap.org	Minnesota Community Action Partnership		MCIT Building 100 Empire Dr Ste 202 St. Paul MN, 55103 United States	Electronic Service		No	PR-25-2
26	Richard	Stasik	richard.stasik@wecenergygroup.com	Minnesota Energy Resources Corporation (HOLDING)		231 West Michigan St - P321 Milwaukee WI, 53203 United States	Electronic Service		No	PR-25-2

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Marisa	Bayer	mbayer@edinamn.gov	City of Edina		4801 W 50th St Edina MN, 55424 United States	Electronic Service		No	24-27Official
2	Sasha	Bergman	sasha.bergman@state.mn.us		Public Utilities Commission		Electronic Service		No	24-27Official
3	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	24-27Official
4	Mike	Bull	mike.bull@state.mn.us		Public Utilities Commission	121 7th Place East, Suite 350 St. Paul MN, 55101 United States	Electronic Service		Yes	24-27Official
5	Olivia	Carroll	oliviacc@cupminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
6	John	Coffman	john@johncoffman.net	AARP		871 Tuxedo Blvd. St. Louis MO, 63119-2044 United States	Electronic Service		No	24-27Official
7	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	24-27Official
8	Brandon	Crawford	brandonc@cupminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
9	George	Crocker	gwillc@nawo.org	North American Water Office		5093 Keats Avenue Lake Elmo MN, 55042 United States	Electronic Service		No	24-27Official
10	Christopher	Droske	christopher.droske@minneapolismn.gov	Northern States Power Company dba Xcel Energy-Elec		661 5th Ave N Minneapolis MN, 55405 United States	Electronic Service		No	24-27Official
11	John	Farrell	jfarrell@ilsr.org	Institute for Local Self-Reliance		2720 E. 22nd St Institute for Local Self-Reliance Minneapolis MN, 55406 United States	Electronic Service		No	24-27Official
12	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	24-27Official
13	Shubha	Harris	shubha.m.harris@xcelenergy.com	Xcel Energy		414 Nicollet Mall, 401 - FL 8 Minneapolis MN, 55401 United States	Electronic Service		Yes	24-27Official

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
14	Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association		4300 220th St W Farmington MN, 55024 United States	Electronic Service		No	24-27Official
15	Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.		445 Etna Street Ste. 61 St. Paul MN, 55106 United States	Electronic Service		No	24-27Official
16	Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law		2950 Yellowtail Ave. Marathon FL, 33050 United States	Electronic Service		No	24-27Official
17	Richard	Johnson	rick.johnson@lawmoss.com	Moss & Barnett		150 S. 5th Street Suite 1200 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
18	Sarah	Johnson Phillips	sjphillips@stoel.com	Stoel Rives LLP		33 South Sixth Street Suite 4200 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
19	William	Kenworthy	will@votesolar.org			1 South Dearborn St Ste 2000 Chicago IL, 60603 United States	Electronic Service		No	24-27Official
20	Samuel B.	Ketchum	sketchum@kennedy-graven.com	Kennedy & Graven, Chartered		150 S 5th St Ste 700 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
21	Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.		8300 Norman Center Drive Suite 1000 Bloomington MN, 55437 United States	Electronic Service		No	24-27Official
22	Annie	Levenson Falk	annielf@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota Street, Suite W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
23	Kavita	Maini	kmaini@wi.rr.com	KM Energy Consulting, LLC		961 N Lost Woods Rd Oconomowoc WI, 53066 United States	Electronic Service		No	24-27Official
24	Christine	Marquis	regulatory.records@xcelenergy.com	Xcel Energy		414 Nicollet Mall MN1180-07-MCA Minneapolis MN, 55401 United States	Electronic Service		Yes	24-27Official
25	Erica	McConnell	emcconnell@elpc.org	Environmental Law & Policy Center		35 E. Wacker Drive, Suite 1600 Chicago IL, 60601 United States	Electronic Service		No	24-27Official
26	Tony	Mendoza	tony.mendoza@sierraclub.org	Sierra Club Environmental Law Program		2101 Webster St. 13th Floor	Electronic Service		No	24-27Official

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
						Oakland CA, 94612 United States				
27	Stacy	Miller	stacy.miller@minneapolismn.gov	City of Minneapolis		350 S. 5th Street Room M 301 Minneapolis MN, 55415 United States	Electronic Service		No	24-27Official
28	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	24-27Official
29	Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP		33 South Sixth St Ste 4200 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
30	Pouya	Najmaie	najm0001@gmail.com	Cooperative Energy Futures		3416 16th Ave S Minneapolis MN, 55407 United States	Electronic Service		No	24-27Official
31	Scott	Neal	sneal@edinamn.gov	City of Edina		4801 W 50th St Edina MN, 55424 United States	Electronic Service		No	24-27Official
32	David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency		220 South Sixth Street Suite 1300 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
33	Carol A.	Overland	overland@legalectric.org	Legalelectric - Overland Law Office		1110 West Avenue Red Wing MN, 55066 United States	Electronic Service		No	24-27Official
34	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	24-27Official
35	Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy		26 E Exchange St, Ste 206 St. Paul MN, 55101-1667 United States	Electronic Service		No	24-27Official
36	George	Shardlow	george@energycents.org	Energy CENTS Coalition		823 E. 7th Street Saint Paul MN, 55106 United States	Electronic Service		No	24-27Official
37	Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.		76 W Kellogg Blvd St. Paul MN, 55102 United States	Electronic Service		No	24-27Official
38	Byron E.	Starns	byron.starns@stinson.com	STINSON LLP		50 S 6th St Ste 2600 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
39	Lauren	Steinhaeuser	lauren.steinhaeuser@xcelenergy.com	Northern States Power Company dba Xcel Energy		414 Nicollet Mall, 401-08 Minneapolis MN, 55401 United States	Electronic Service		No	24-27Official
40	James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven,		150 S 5th St Ste 700	Electronic Service		No	24-27Official

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
						Chartered Minneapolis MN, 55402 United States				
41	Carla	Vita	carla.vita@state.mn.us	MN DEED		Great Northern Building 12th Floor 180 East Fifth Street St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
42	Joseph	Windler	jwindler@winthrop.com	Winthrop & Weinstine		225 South Sixth Street, Suite 3500 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
43	Kurt	Zimmerman	kwz@ibew160.org	Local Union #160, IBEW		2909 Anthony Ln St Anthony Village MN, 55418-3238 United States	Electronic Service		No	24-27Official
44	Patrick	Zomer	pat.zomer@lawmoss.com	Moss & Barnett PA		150 S 5th St #1200 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official