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Xcel Energy

Docket No.: EL15-022

Response To: SDPUC

Data Request No.

Requestor: Kristen Edwards

1-1

Date Received: July 15, 2015

Question:

1-1) Can you confirm that the deposit is refunded promptly, per ARSD 20:10:19:11, but the accumulated interest is what is refunded in December?

Response:

Upon review of ARSD 20:10:19:11 we discovered 34 residential and 30 commercial accounts where the deposit plus interest was not returned in the correct timeframe. The process to refund these accounts has now been completed. The reason for this was human error when creating the tables and logic to have the deposit automatically refunded when the set criteria is met. The correction has been made to keep this from occurring in the future.

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Date: July 15, 2015