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Xcel Energy

Docket No.: EL16-017

Response To: SD Public Utilities Commission      Information Request No.      1-3

Requestor: Lorena Reichart

Date Received: May 26, 2016

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Question:

Under Payment Options - Online View and Pay, why is the language different for the bill backer versus the disconnection notice backer?

Response:

In order to provide consistency between both bill backers, we will update both backers to say "Online View and Pay -- View and pay your bills online through a third-party vendor." This more accurately describes this payment option. With this option, customers view their bill and pay online through their bank instead of viewing and paying online through our My Account option.

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