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Xcel Energy

Docket No.: EL16-017

Response To: SD Public Utilities Commission      Information Request No.      1-7

Requestor: Lorena Reichart

Date Received: May 26, 2016

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Question:

In Attachment C, Section No. 8, 3rd Revised Sheet No. 5, the date in which to appeal any disputed claims appears to be incorrect. The example uses 1/11/2016 as the day the notice is sent. Ten working days after would be 1/26/2016, not 1/22/2016. Adjust accordingly to be in compliance with ARSD 20:10:17:12.

Response:

Attachment C of our April 28, 2016 Petition is an example of the format and wording for the Disconnection Notice from our test environment. As such, the date on this notice was the re-generated date that we used for testing and the date at the top is incorrect in both the old and new samples. When generating an actual Disconnection Notice, our system calculates ten working days (not calendar days) and the correct due date would automatically be identified. We have updated Sheet No. 8-5 (which was included in Attachment C of our Petition), and attached it to this response, excluding specific dates in order to reduce confusion.

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Preparer: Eric Pauli

Title: Community Relations Manager

Department: SD Jurisdictional Management

Telephone: 605-339-8303

Date: June 9, 2016

**DISCONNECTION NOTICE BILL FORM**

Section No. 8

~~2nd~~<sup>3rd</sup> Revised Sheet No. 5

Cancelling ~~1st~~<sup>2nd</sup> Revised Sheet No. 5



Northern States Power Company d/b/a Xcel Energy  
 P.O. Box 9477  
 Mpls., MN 55484-9477  
 1-800-895-4999 TDD 1-800-895-4949 02/14/2012

00144-1-1

Service Address: 3115 Sioux Falls Dr.  
 Sioux Falls, SD 57104-4749  
 Account Number: 51-1234567890-1

**DISCONNECTION NOTICE  
 And Statement of Customer Rights and Information**

Dear Joseph E. Customer:

Your electricity will be disconnected if we do not receive a payment from you or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount \$166.77 by 02/24/2012. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by 02/24/2012.
- Appealing any disputed claims on or before 02/24/2012 to:

**Public Utilities Commission**  
 Capitol Building  
 Pierre, South Dakota 57501  
 1-800-332-1782

Full payment must be received or arrangements must be made by the due date or your service will be disconnected without further notice. If your service was disconnected for nonpayment, a reconnection charge will be added. The electricity will only be turned on during BUSINESS HOURS Monday through Friday 8:00 a.m. to 5:00 p.m. If your electricity is turned off- only cash(no checks) will be accepted as payment.

**Please contact us immediately at 1-800-895-4999 to make payment arrangements or if you believe there is an error.**

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

**DISCONNECTION NOTICE**

ES POSIBLE QUE EN PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
51-1234567890-1	Feb. 24, 2012	\$166.77 Thank You!	

Please Return This Portion With  
 Your Payment To:

----- manifest line -----  
 |||  
 Joseph E. Customer  
 Mary W. Customer  
 3115 Sioux Falls Dr.  
 Sioux Falls, SD 57104-4749

|||  
 XCEL ENERGY  
 P O BOX 9477  
 MPLS, MN 55484-9477

03575635 0000001667700000016677

(Continued on Sheet No. 8-6)

Date Filed: 06-30-1104-28-16 By: Judy M. Pefar~~Christopher B. Clark~~ Effective Date: 08-01-12  
 President, and CEO of Northern States Power Company, a Minnesota corporation  
 Docket No. EL11-01916- Order Date: 07-18-12

**DISCONNECTION NOTICE BILL FORM**

Section No. 8

~~2nd~~<sup>3rd</sup> Revised Sheet No. 5

Cancelling ~~1st~~<sup>2nd</sup> Revised Sheet No. 5



Northern States Power Company d/b/a Xcel Energy  
 P.O. Box 9477  
 Mpls., MN 55484-9477  
 1-800-895-4999 TDD 1-800-895-4949 MM/DD/YYYY

Service Address:

Account Number:

**DISCONNECTION NOTICE  
 And Statement of Customer Rights and Information**

Dear \_\_\_\_\_ :

Your electricity will be disconnected if we do not receive a payment from you or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount \$000.00 by MM/DD/YYYY. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by MM/DD/YYYY.

**Please contact us immediately at 1-800-895-4999 if you feel you have received this in error, if payment has already been made, to make the required payment or to set payment arrangements.** Full payment must be received or arrangements must be made by the due date or your service will be disconnected without further notice.

If your service was disconnected for nonpayment you must contact Xcel Energy to issue a reconnection order, which are typically completed the **FOLLOWING BUSINESS DAY**. There will be a reconnection charge added to your next month's bill. Your service will only be turned on during **BUSINESS HOURS** Monday through Friday 8:00 a.m. to 5:00 p.m.

You may appeal any disputed claims on or before MM/DD/YYYY to the Public Utilities Commission located at the Capitol Building Pierre, South Dakota 57501 or via phone at 1-800-332-1782.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

**DISCONNECTION NOTICE**

ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Mon DD, YYYY	\$000.00 Thank You!	

Please Retain This Portion With Your Payment To:

----- manifest line -----

XCEL ENERGY  
 P O BOX 9477  
 MPLS, MN 55484-9477

(Continued on Sheet No. 8-6)

Date Filed: 06-30-1404-28-16 By: Judy M. Pofesi/Christopher B. Clark Effective Date: 08-01-12  
 President, and CEO of Northern States Power Company, a Minnesota corporation  
 Docket No. EL14-04916- Order Date: 07-18-12

**DISCONNECTION NOTICE BILL FORM**

Section No. 8  
 3rd Revised Sheet No. 5  
 Cancelling 2nd Revised Sheet No. 5



Northern States Power Company d/b/a Xcel Energy  
 P.O. Box 9477  
 Mpls., MN 55484-9477  
 1-800-895-4999 TDD 1-800-895-4949 MM/DD/YYYY

Service Address:

Account Number:

**DISCONNECTION NOTICE  
 And Statement of Customer Rights and Information**

Dear \_\_\_\_\_ :

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- Making payment arrangements with us by MM/DD/YYYY.

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You may appeal any disputed claims on or before MM/DD/YYYY to the Public Utilities Commission located at the Capitol Building Pierre, South Dakota 57501 or via phone at 1-800-332-1782.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

**DISCONNECTION NOTICE**

ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Mon. DD, YYYY	\$000.00 Thank You!	

Please Return This Portion With  
 Your Payment To:

----- manifest line -----

XCEL ENERGY  
 P O BOX 9477  
 MPLS, MN 55484-9477

Date Filed: 04-28-16

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. EL16-

Order Date: