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Xcel Energy

Docket No.: EL17-012

Response To: South Dakota Public Information Request No. 1-8

Utilities Commission

Requestor: Brittany Mehlhaff
Date Received: March 10, 2017

Question:

Before renewing the contract with Fiserv/Billmatrix, did NSP entertain/seek out proposals from other vendors in order to secure the best services/fees for its customers? Are Fiserv/Billmatrix's services and fees comparable with other vendors?

Response:

We did not seek out other proposals due to the long-standing contractual relationship we have had with Fisery/BillMatrix, as well as the substantial IT costs involved with changing vendors. Rather, we relied on benchmarking and research with Chartwell (a leading utility research firm) regarding fees charged by other utilities. In addition to the Chartwell research, we had discussions with other utilities that were in the process of reviewing their credit card fees due to expiring contracts. We used these discussions to both understand trends, as well as to ensure we were thoroughly examining all fee and service issues.

Preparer: Scott Scheving

Title: Senior Product Portfolio Manager

Department: Customer Experience

Telephone: 612.330.5568 Date: March 23, 2017