



500 West Russell St  
Sioux Falls, SD 57104

May 27, 2021

Ms. Patricia Van Gerpen, Executive Director  
South Dakota Public Utilities Commission  
State Capitol Building  
500 East Capitol Avenue  
Pierre, South Dakota 57501-5070

RE: LETTER  
REVISED WELCOME BROCHURES  
DOCKET NO. EL21-013

Dear Ms. Van Gerpen:

Northern States Power Company, doing business as Xcel Energy, submits to the South Dakota Public Utilities Commission this letter to provide additional information regarding the collection of health data as requested by Commissioner Nelson at the May 25, 2021 agenda meeting.

The question was based on a statement on both page 19 of the Company's residential welcome brochure and page 17 of the Company's commercial welcome brochure: "We may also collect information from you about the health or medical condition of individuals at your location(s), to the extent we need such information to promote your safety or the safety of Xcel Energy employees."

There are two general situations in which we would collect such information.

First, there are certain circumstances in which we need to collect medical information in order to postpone disconnection of service to residential customers. This is something we do to comply with the requirements of S.D. Admin R. 20:10:20:11, which states:

*Notwithstanding the provisions of §§ 20:10:20:03 and 20:10:20:04, a utility shall postpone the disconnection of utility service to a residential customer for 30 days from the date of a physician's certificate or a notice from a public health or social services official which states that disconnection of service will aggravate an*

*existing medical emergency of the customer, a member of the customer's family, or other permanent resident of the premises where service is provided. Such extensions are limited to a single 30-day period.*

The second situation where we request (but do not retain) medical information is making COVID-related inquiries of customers when indoor electric meter work is needed. This data is requested on an as-needed basis when an Xcel Energy employee needs to enter the customer's home or business. This information is not recorded or required for service. Xcel Energy workers who need to enter homes may wear personal protective gear, like gloves, safety glasses or a mask.

Please contact me at 605-339-8350 if you have any questions regarding this filing.

Sincerely,

A handwritten signature in cursive script that reads "Steve Kolbeck". The signature is written in black ink and is positioned above the typed name.

STEVE KOLBECK  
PRINCIPAL MANAGER

c: Service List