

- Not-Public Document – Not For Public Disclosure
- Public Document – Not-Public Data Has Been Excised
- Public Document

Xcel Energy Data Request No. 1-3
 Docket No.: EL23-028
 Response To: South Dakota Public Utilities Commission
 Requestor: Patrick Steffensen
 Date Received: November 14, 2023

Question:

Refer to the Proposed Rate section on page 9 of the Petition.

- a. How did Xcel estimate that it does not have the correct contact information for 15 percent of its customers? Has Xcel attempted to clean up its contact information to decrease this percentage? Explain.
- b. Explain why the remote disconnect will not function properly in 3 percent of AMI meters.

Response:

- a. To estimate the percentage of correct customer contact information, the Company looks at the results of our outbound call campaigns based on total call attempts versus what comes back identified as an invalid attempt. The Company has a standard practice of validating contact information with every customer during calls to our contact center. Training and coaching on this procedure transpire routinely with our customer service representatives to ensure our customer contact information remains as accurate as possible.
- b. The three percent is an estimate of potential issues including network connectivity and interference, switch operation, and customers having a load on the meter from a generator or other source.

Preparer:	Diedra Howard	Paul Davis
Title:	Manager, Customer Assistance and Advocacy	Director, Metering & AMI Ops
Department:	Customer Care	Distribution AGIS
Telephone:	303-294-2295	715-737-5603
Date:	November 21, 2023	