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Xcel Energy Data Request No. 1-5

Docket No.: EL23-028

Response To: South Dakota Public Utilities Commission

Requestor: Patrick Steffensen

Date Received: November 14, 2023

Question:

How does Xcel plan to handle any complaints during the transition period relating to one set of customers getting charged more than the other based solely on the order Xcel chose to install AMI meters?

Response:

The Company employs Customer Advocates to assist in tracking and responding to all incoming complaints received on behalf of the Company. Additionally, the Company is prepared to educate customers on the difference between the costs associated with a manual or automated reconnection, based on the meter type a customer has at their address.

Preparer: Diedra Howard

Title: Manager, Customer Assistance and Advocacy

Department: Customer Care Telephone: 303-294-2295

Date: November 21, 2023