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Xcel Energy Data Request No. 2-4
Docket No.: EL23-032
Response To: South Dakota Public Utilities Commission Staff
Requestor: Joseph Rezac
Date Received: February 29, 2024

Question:

Term 3 of Sheets number 67 and 67.1 specifies “To be eligible for this service, customer must agree to allow Company load control for a minimum term of one year.” Is a customer restricted from opting out of the program mid-year due to the tariff changes proposed in this docket? If not, will there be any penalty on customer for opting-out mid-year?

Response:

Historically, attrition (customers dropping out of the program) has been extremely low, therefore, customers enrolling and then shortly thereafter leaving the program has not been an issue. Therefore, if a customer joins and later decides within the year that it is not for them, we have not forced participation. In addition, the Company’s tariffs are not set up to deliver penalties for opting-out mid-year. The intent of the quoted language in this request is to dissuade gamification of participation.

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