

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

Xcel Energy Data Request No. 2-7
Docket No.: EL23-032
Response To: South Dakota Public Utilities Commission Staff
Requestor: Joseph Rezac
Date Received: February 29, 2024

Question:

What is the life of the installed switches? Has the company had to replace any standard switches with smart switches? Does the company inform customers if a smart switch is replaced for a smart switch?

Response:

The anticipated life of a Saver's Switch is 15 years. We routinely replace old standard switches with new switches. We stopped deploying standard switches around 2004 and all new switches are smart switches. When we replace a switch, we notify customers via a letter. If the customer is not at home when the switch is replaced, we leave a door hanger behind to let the customer know we were there and replaced the switch. The correspondence does not elaborate on the nature of the old versus the new switch on the premise.

Preparer: Patrik Ronnings
Title: Sr Product Portfolio Manager
Department: Demand Management
Telephone: (612) 330-5787
Date: March 8, 2024