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Xcel Energy Data Request No. 1-22
Docket No.: EL19-019
Response To: South Dakota Public Utilities Commission
Requestor: Eric Paulson
Date Received: September 4, 2019

Question:

Explain why a rebate should be given to a customer for the AC Rewards program if they are able to opt-out of a control event.

Response:

The AC Rewards product provides customers a flexible option to participate in demand response; however, event opt-outs will be tracked. Depending upon whether these opt-outs are abused by the customer, the Company reserves the right to modify the participation terms or remove them from the product as defined in our terms and conditions. Below, we provide an example of the terms used in Minnesota which will be modified for South Dakota upon approval.

1. AC Rewards Event Participation Details

- 1.1. The Program offers Customers the option to opt-out of most Events. Xcel Energy may call as many of these opt-out eligible Events (“Voluntary Events”) as needed each year, but historically has not called more than ten Voluntary Events during an Event Season. Accordingly, Customers may opt-out of Voluntary Events at any time during the Event. Xcel Energy will periodically review Customers’ opt-out rates during Voluntary Events annually and for Customers deemed to display high opt-out rates, Xcel Energy reserves the right to modify these Customers’ participation terms or to remove them from the Program. Xcel Energy will communicate these changes by e-mail to Customers as they occur.
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