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Xcel Energy Data Request No. 2-5
Docket No.: EL19-019
Response To: South Dakota Public Utilities Commission
Requestor: Eric Paulson
Date Received: October 2, 2019

Question:

Can all customers electing to participate opt-out at the same time in the AC Rewards program or is there a process in place to ensure that each control event has some level of participation?

Response:

The AC Rewards product could call mandatory events if it is required by the Midcontinent Independent System Operator. The thermostats in the AC Rewards program would be a MISO registered resource and customers cannot opt-out. However, during non-mandatory events all customers have the option to opt-out.

Preparer: Megan Madden
Title: Product Portfolio Manager
Department: Customer Solutions
Telephone: 612-321-3144
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