

From: Tami Clark <Tami.Clark@firstpremier.com>
Sent: Wednesday, March 8, 2023 11:37 AM
To: Gregg, Deb
Subject: [EXT] Tami Clark/Xcel Bill

Hi Deb—

Sorry I couldn't answer—I was in a lovely Teams meeting 😊

I fully understand Budget billing and true up-I have been on budget before.
My question goes a little deeper than that. Hoping to get an answer on the highlighted concerns below.
Could you look into this for me, please?

Tami Jo Clark
Wire Desk
First PREMIER Bank
400 S Sycamore STE 101
Sioux Falls, SD 57110
Office: 605-357-3150



From: Tami Clark
Sent: Wednesday, March 8, 2023 11:28 AM
To: Gregg, Deb
Cc: Hanson, Gary; Nelson, Chris
Subject: Tami Clark/Xcel Bill

Hello!

It seems strange that the **people who pay month to month** (rather than on budget) would be penalized with the interim upcharge and **required to pay this amount immediately upon receipt of the bill- whereas people on budget only see the line item (Interim rate adj) but are not required to pay this increase immediately. By the time they do quarterly reviews for budget billing, the interim rate may have already been decided and they will receive a credit without having to pay anything .** I understand there may be a credit issued when all is said and done, but the extra money the month-to-month customers have to pay out now is asking a lot—especially when this seems to be an inflated arbitrary percentage amount with no rhyme or reason. Will all the overage be refunded back to me? Does that make sense? Let me know if I am totally missing the boat.

Since this is a general issue and seems to be happening across the board, could this be a general question presented to Xcel?

Thank you for your time—I am still awaiting an explanation on the amount I was charged on my January and February billing—as this grossly exceeds the \$17.9% we were told we may see.

Tami Jo Clark

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From: Gregg, Deb
Sent: Wednesday, March 8, 2023 11:01 AM
To: Tami Clark <Tami.Clark@firstpremier.com>
Subject: RE: Tami Clark/Xcel Bill

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Ms. Clark,

Budget Billing also known as Averaged Monthly Payment is a plan in where customers pay an agreed-upon fixed amount each month, and costs are averaged over 12 months and bills are kept fairly consistent from month to month. If the individuals you are inquiring for would like me to look at their bill, I would be happy to do so.

Deb Gregg, Consumer Affairs Manager
SD Public Utilities Commission

From: Tami Clark <Tami.Clark@firstpremier.com>
Sent: Wednesday, March 8, 2023 8:36 AM
To: Gregg, Deb
Subject: RE: [EXT] Tami Clark/Xcel Bill

Hi Deb—

Just another question on behalf of a couple friends of mine who are on budget with Xcel Energy. Neither of these friends saw any increase on their January or February bills (ie Interim Rate Adjustment) —Their budget amount stayed the same or very close to their monthly budget amount and they were not required to produce an extra payment for the rate adjustment.

Do you know why those of us not on budget would carry the weight of the Interim Rate Adjustment increase ?

Thank you so much for all you do..

Tami Jo Clark
Wire Desk

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From: Gregg, Deb
Sent: Monday, March 6, 2023 11:08 AM
To: Tami Clark <Tami.Clark@firstpremier.com>
Subject: RE: Tami Clark/Xcel Bill

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Good morning Ms. Clark,

When I receive copies of the requested billings from Xcel Energy I will review the billings and respond to you. Individuals needing assistance with their energy bills can review income guidelines and complete an application on the [SD Department of Energy Assistance](#) website.

Deb Gregg, Consumer Affairs Manager
SD Public Utilities Commission
PUC.sd.gov

From: Tami Clark <Tami.Clark@firstpremier.com>
Sent: Friday, March 3, 2023 3:08 PM
To: Gregg, Deb
Subject: [EXT] Tami Clark/Xcel Bill

Hi Deb!

I received your voicemail informing me you will be looking into my Xcel bills.

I thought I would email you from my work email, as my Hotmail account can sometimes be wonky 😊

Would you mind responding to this email for any further correspondence?

As you read in my emails to Gary and Chris, the arbitrary \$100+ (Interim Rate Adj) showing on my January and February bills is concerning to me.

It is not sustainable for my meek budget and I really don't know how I can pay it another 4 months while the PUC makes a decision. That would be another \$400 out of my pocket that I do not have. That is our grocery money.

We were informed by the media, that we may see a 17.9% approx. increase on our bill each month, and I am ok with that. **We weren't told**, however, to "hold onto your hats because your bill may double during this 6 month period" before a rate decision is reached.

Are you aware of any programs that my assist customers if they are not able to afford the Interim Rate Adjustment during this time?

Any info you have will be a great help.

Thank you.

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