

**From:** Diane Tucker [REDACTED]  
**Sent:** Friday, December 9, 2022 11:15 PM  
**To:** Nelson, Chris  
**Subject:** [EXT] Xcel Rate Increase

Mr. Nelson,

I am writing regarding the ridiculous increase to Xcel's rates in South Dakota. I wasn't surprised to find out that your former commissioner, Steve Kolbeck, is a principal manager for Xcel and represents Xcel before the PUC. How cozy for all of you.

All I have heard our government say since moving to South Dakota is how much South Dakotan's care about each other and how free we all are. Apparently being "free" only extends to corporations gouging your fellow South Dakotans. You say on your webpage that you will doggedly fight against unnecessary rate increases. Are you actually going to congratulate yourself by allowing Xcel to raise it's rates just under 20%?

Their rates are already outrageous, especially in light of how many times they have goofed up my bill and then how you can't find someone on the phone who knows what they're talking about to correct it. One night when I called after calling 3 times prior about a mistake, the person I talked to finally admitted it was their mistake in the first place and that one of the other people I had spoken to completely goofed up my payment and bill. I even had a banker at the time tell me "Xcel is the worst" due to all the issues she had had with her own bill.

Please don't wonder why many of us are skeptical about what's going on in the running of our state and our getting disgusted by our governing officials.

I will make certain to vote against any of you currently holding PUC positions in the future and try to get someone who might do something.

Diane Tucker  
[REDACTED]