

From: Chris Nelson
Sent: Sunday, February 5, 2023 4:46 PM
To: [REDACTED]
Cc: Gregg, Deb; Van Gerpen, Patty
Subject: RE: [EXT] Energy

Kathi,

Thank you for contacting me and sharing your situation. There are a couple things going on but let's dig a little deeper to know for sure. First, it's been abnormally cold the last two months. That's hurting all of us. Second, Xcel implemented a higher interim rate on January 1. The PUC is currently evaluating that rate and if we find it is not legally allowable will order refunds. Third, I would encourage you to call the PUC during the work week and ask to speak to our customer assistance department. Those folks can take a closer look at your actual bill to see if there is anything else going on that could be changed to reduce the bill. Their number is 605-773-3201 and I'll let them know you may be calling.

Sincerely,

Chris Nelson