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Xcel Energy Data Request No. 1-1
Docket No.: EL24-018
Response To: South Dakota Public Utilities Commission
Requestor: Patrick Steffensen
Date Received: May 10, 2024

Question:

Refer to Section 3.3 on Sheet No. 14. Define and give examples of “the Company’s duly authorized agents”. Does this still provide an in-person option for customers to pay their bills? If not, provide justification for removing the in-person payment option.

Response:

A “duly authorized agent” is anyone who has been granted the ability to receive payments on behalf of customers, such as the Company’s call center representatives, Kubra (our third-party vendor for credit card payments), and some grocery stores and Western Unions that host pay stations.

Due to potential safety concerns for staff and customers, there is no longer an in-person option for customers to pay their bills at a Company facility. We do, however, offer pay stations where customers can make payments on their Xcel Energy account. For informational purposes, those options have been attached as Attachment A to this response.

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