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Xcel Energy	Information Request No.	2-2
Docket No.:	EL24-018	
Response To:	South Dakota Public Utilities Commission	
Requestor:	Patrick Steffensen	
Date Received:	May 29, 2024	

Question:

Refer to the response to DR 1-1. Elaborate on the safety concerns for staff and customers associated with in-person payment options. Describe any documented incidents that have occurred where the safety of staff and customers was endangered.

Response:

A primary safety concern with in-person payment options is the physical safety of our employees and customers. In-person payment transactions inherently involve the physical presence of individuals carrying cash, which can increase the risk of theft or assault. Additionally, customers who may visit a service center to make an immediate payment often have concerns with their account, such as a pending disconnection, which is more likely to result in escalated emotions. There is also the potential of individuals entering the premises with the intent to threaten or harm staff. For instance, approximately four years ago, an individual brought a gun into the Sioux Falls service center. Although the gun remained on their waistband, the person mimed pulling it out and firing. This is not the only incident that has occurred. Over the years and across our eight-state footprint, customers have threatened to harm Company employees, sometimes to the extent that facilities needed to be temporarily closed until the risk was abated.

All customers can reach our Customer Care contact center at 800-895-4999 to make a payment or ask questions about their account. Customers may also make a payment using the following methods:

- Our interactive voice response (IVR)
- MyAccount
- Mobile AppKubra EZPay
- Pay Stations identified in Attachment A in our response to SDPUC-DR No. 1-001

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Date:	June 12, 2024