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Xcel Energy Information Request No. 2-3
Docket No.: EL24-018
Response To: South Dakota Public Utilities Commission
Requestor: Patrick Steffensen
Date Received: May 29, 2024

Question:

Are Xcel Energy customers able to enter the office and receive in-person help to understand their bill or other questions they may have?

Response:

Company employees are not available to address billing enquiries at physical service centers. All billing enquiries are exclusively handled via phone by Xcel Energy Customer Care at 1-800-895-4999, or via the Company’s website, my.xcelenergy.com/MyAccount. If a customer comes to an Xcel Energy facility, they will find information for contacting Customer Care posted on the premises.

Preparer: Diedra Howard
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Date: June 12, 2024