

- Not-Public Document – Not For Public Disclosure
- Public Document – Not-Public Data Has Been Excised
- Public Document

Xcel Energy Information Request No. 2-4
Docket No.: EL24-018
Response To: South Dakota Public Utilities Commission
Requestor: Patrick Steffensen
Date Received: May 29, 2024

Question:

ARSD 20:10:20:07 states that customers have the right to pay any delinquent bill at any time prior to disconnection.

- a) Are the utility representatives who enter a customer’s premises to disconnect authorized to receive payment?
- b) Describe the procedures in place so that a customer can make a last-minute payment either in person or by the other payment options described in the response to DR 1-1 and Attachment A.

Response:

- a.) Yes, field representatives are authorized to take payments from customers in the form of cash, checks, or money orders.
 - b.) In addition to paying the field representative as set forth in subpart a) at the time of the field visit, the Company provides multiple options to our customers for making bill payments at any time. Payment can be made at any time utilizing the Company’s website, the mobile app, Kubra EZPay, or by calling the Xcel Energy Customer Care Customer Service number. Additionally, customers can utilize the pay stations identified in Attachment A to SDPUC DR No.1-001 to make payments during host-store hours. A customer can also utilize an authorized payment center or any of the options mentioned above to make a payment and avoid disconnection of services.
-

Preparer: Dawn Pittman
Title: Mgr, Revenue Cycle Field Ops
Department: Collections
Telephone: 715-852-5864
Date: June 12, 2024