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Xcel Energy		Data Request No.	1-4
Docket No.:	EL25-001		
Response To:	South Dakota Public Utilities Commission Staff		
Requestor:	Eric Paulson		
Date Received:	January 24, 2025		

Question:

Refer to residential page 18 and business page 16 of the revised booklet, explain why the business booklet has an extra email address to contact that the residential section does not have.

Response:

With respect to the removal of the residential email address, this option was removed in favor of customers calling our Customer Service department due to higher customer satisfaction related to telephone response to questions versus email. We continue to support the email address for business customers due to the fact that their questions and needs may often be different from that of a residential customer. This email address is provided to specifically address any concerns that a business customer may have and is supported by our Business Solutions Center team.

Preparer:	Diedra Howard
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Department:	Customer Assistance and Advocacy
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Date:	February 7, 2025