



Gary Hanson, Chairman  
Chris Nelson, Vice Chairman  
Kristie Fiegen, Commissioner

*South Dakota*

**PUBLIC UTILITIES COMMISSION**

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September 24, 2025

Mr. Steven T. Kolbeck  
Principal Manager  
Xcel Energy  
PO Box 988  
Sioux Falls, SD 57101

**RE: Docket EL25-024. Request from Commissioner Fiegen for additional information.**

Mr. Kolbeck,

The above docket was filed with the Commission on June 30, 2025. In relation to this docket, I have certain questions and information that I am interested in. As you know, while Staff and any parties work diligently behind the scenes (and sometimes in evidentiary hearings) to share and gather necessary information, the Commissioners must abide by all ex parte requirements and must ask our questions in an open forum. Therefore, I am sending you these questions in this letter, which will be posted in the docket and served on the docket's service list.

Please provide responses to the following questions by filing the same in the docket:

1. How many full-time employees does Northern States Power Company dba Xcel (Xcel) have dedicated as customer service representatives and where is each customer service representative physically located?
2. Does Xcel have any customer service representatives located in South Dakota with whom an Xcel customer can speak in person? If so, how many and where are they located? If not, where is the closest Xcel customer service representative with whom a South Dakota customer can speak in person?

I appreciate your time and assistance in this matter.

Sincerely,

Kristie Fiegen  
Commissioner