

From: [PUC-PUC](#)
To: [REDACTED]
Subject: FW: Excel Energy Rate Increase
Date: Friday, August 1, 2025 10:13:00 AM

Mr. Steele:

This is in response to the recent email you sent to South Dakota Public Utilities Commissioner Gary Hanson regarding Xcel Energy's rate increase request docket. Please note that commissioners are not allowed to discuss dockets open before the commission with individuals outside of a properly noticed, public meeting or via the official docket record. See the following excerpt from the PUC's [Electric Rate Increase Request Information Guide](#):

Communicate on record. Verbal communication between a commissioner and a person with an interest in a matter before the commission that does not occur in a public forum or as part of the official record should be avoided. Those who communicate in writing with a commissioner about an open or imminent docket matter should understand that their comments will become part of the official record and subject to review by all parties and the public. Likewise, comments made at a PUC public proceeding or submitted to the commission relative to a docket matter become part of the record, open to review by all parties and the public. Because commissioners have a decision-making role in docket matters, any discussion with a commissioner about an open or imminent docket must take place in an open forum, such as a public meeting, with notice given to all parties.

You can learn more about the laws governing this communication by reading the *Ex Parte Communication with the PUC* information at <https://puc.sd.gov/commission/publication/ExParteComm.pdf>.

PUC staff appreciated the opportunity to discuss your concerns related to frequent outages. The commission understands South Dakotans depend on reliable service. Quality of service is an ongoing focus of the PUC including during the review of rate increase requests. You can communicate future concerns about your service to the PUC's consumer affairs staff by calling (605) 773-3201 or emailing PUC@state.sd.us.

South Dakota Public Utilities Commission Staff
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