

**From:** PUC  
**Sent:** Friday, August 22, 2025 10:22 AM  
**To:** pkoerner [REDACTED]  
**Subject:** RE: [EXT] rate increase

Ms. Koerner - Thank you for expressing your concerns regarding Xcel Energy's requested electric utility rate increase, docket [EL25-024](#), filed with the South Dakota Public Utilities Commission on June 30, 2025.

When a utility files a rate case with the commission, the commissioners and staff are legally obligated to thoroughly investigate and make a just and reasonable decision. This process typically takes most of the one year allowed for a rate case to be completed. Each commissioner, the commission's staff, and expert consultants hired by staff will review the entire case or docket separately, along with any intervenors in the case. Staff will request and review additional data and other information from the utility before the commissioners render a decision. Commissioners are prohibited from denying any rate increase request filed in accordance with the law without first fully vetting the facts and reasoning for the request. They are required to arrive at a reasonable and legally enforceable decision.

Staff will inquire about the utility's staffing and will question any significant increases or decreases in staffing levels and compensation as part of the investigation. The utility has a set amount of time by law to respond to each of staff's data requests – also known as discovery. This process, along with the analysis by staff and its experts, takes a significant amount of time in the investigation and processing of rate cases.

The [Electric Rate Increase Request Information Guide](#) posted online helps explain the commission's processing of a rate case such as this.

Given your interest in Xcel's rate case, you are encouraged to read through some of the documents filed in this docket to better understand the issues of the case.

I understand your concern about increased rates, along with other increased costs you are managing. I encourage you to reach out to the commission's Consumer Affairs staff to see if there are additional tools that may be helpful to you with your Xcel Energy bills. You may speak with a PUC staff member by calling 605-773-3201.

Your email and this response will be posted under Comments and Responses in the online docket.

Gary Hanson, Chairman  
South Dakota Public Utilities Commission  
[PUC.sd.gov](http://PUC.sd.gov)