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Kristie Fiegen, Vice Chairperson
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South Dakota

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Zeviel Simpser
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50 South 6th Street, Suite 1500
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VIA E-MAIL

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

Mr. Simpser,

Thank you for Xcel's response letter filed on February 10. As you know, 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.

October 7, 2025, at a publicly noticed meeting when Xcel was before the Commission, I inquired as to the number and location of customer service and billing specialists. My questions were from a draft data request that I had put together in September and intended to file in the docket before deciding instead to ask them of the company at the October 7, 2025 meeting. I am attaching my draft request from September for reference. I apologize for not following up after that October 7 meeting by posting those questions in writing in the docket, as that would have ensured that we all had the same understanding of my questions and also to facilitate quicker responses on the issues.

After reading Xcel's response on February 10, 2026, I continue to have questions in my mind as I ponder how to ensure that the resources we approve for Xcel are being used in a manner that best protects customers in this state and is responsive to their needs.

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

1. In the February 10, 2026 letter, Xcel stated that they have 42 billing analysts and 314 customer service representatives throughout their territory (note, this appears to refer to all Xcel companies across the country, not just NSP). Where are the Xcel billing and customer service representatives physically located and how many staff are at each location?
2. Do any of these billing or customer service representatives work remotely? If so, in what states are they located?
3. When were the last vacancies of these positions? Would Xcel consider allocating some of these positions to locations within its South Dakota service territory when there is an open position using existing FTEs rather than generating additional expense?

In addition to these above questions, I had also inquired on October 7, 2025, about the Protection Plans from HomeServe that customers receive in the mail bearing the Xcel logo. Specifically, I was interested in the

details, including financial arrangements, of the agreement Xcel has with the third-party vendor, HomeServe, and how long any existing contract is to remain in place.

I appreciate your time and quick response in this matter. I am passionate about Xcel's South Dakota customers and ensuring that they have access to local help from people who understand their unique issues.

Sincerely,

A handwritten signature in blue ink that reads "Kristie Fiegen". The signature is written in a cursive, flowing style.

Kristie Fiegen
Commissioner