



500 West Russell Street
Sioux Falls, SD 57104

February 10, 2026

—Via Electronic Filing—

South Dakota Public Utilities Commission
Capitol Building, 1st Floor
500 E. Capitol Ave.
Pierre, SD 57501-5070

RE: RESPONSE TO COMMISSIONER FIEGEN'S QUESTION AT XCEL ENERGY'S
ANNUAL UPDATE
DOCKET NO. EL25-024

Dear Commissioners:

The purpose of this letter is to provide the response to Commissioner Fiegen's question during Xcel Energy's Annual Update: *"Does Xcel have any customer service or billing specialists located in South Dakota, and if so, how many and where?"*

The Company does not have customer service or billing specialists physically located in the state of South Dakota. However, we have an average of 42 billing analysts as well as 314 customer service representatives who assist both South Dakota and enterprise-wide territory customer inquiries and concerns. Either group is spread through the service territory and report to centralized hubs in Wisconsin, Minnesota, Colorado, and Texas.

The Company uses a centralized, multi-state Customer Contact Center and Billing Operations model. This structure allows customers in any jurisdiction to receive service even when no front-line staff are physically in that state.

We appreciate the opportunity to provide this clarification and have filed this letter in the South Dakota rate case docket as requested.

Sincerely,

/s/

JOHN MARSHALL
RVP CUSTOMER AND COMMUNITY (MN/ND/SD)