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Xcel Energy Information Request No. 1-7
Docket No.: GE20-002
Response To: South Dakota Public Utilities Commission
Requestor: Commission Staff
Date Received: May 8, 2020

Question:

If the Company chose to temporarily discontinue disconnections and/or late payment fees, provide the Company's reasoning for doing so and the other alternatives the Company discussed.

Response:

Although Xcel Energy continues to send normal correspondence to customers in South Dakota about overdue payments, we will not disconnect residential customers' electric or natural gas service until further notice in an effort to help ensure they have the energy needed to power their homes and keep their families safe as they face the challenges caused by the spread of COVID-19. In addition, the Company will work with customers having difficulty paying their electric or natural gas bills to arrange payment plans that meet their circumstances.

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