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Xcel Energy Data Request No. 2-1
Docket No.: GE20-002
Response To: South Dakota Public Utilities Commission
Requestor: Commission Staff
Date Received: June 2, 2020

Question:

Considering the South Dakota Public Utilities Commission never ordered a moratorium on utility disconnections, explain why any bad debt expense caused by the Company's voluntary moratorium shouldn't be viewed as another form of charitable contributions.

Response:

As a provider of essential services to thousands of South Dakota residents and businesses, the Company remains committed to providing safe and reliable electric service to our customers and meeting their needs during this time of otherwise unprecedented disruption. To that end, as noted in our response to SDPUC Data Request No. 1-7, we have suspended disconnections for residential customers to ensure they have the energy needed to power their homes and keep their families safe as they face the challenges of COVID-19. We are likewise implementing procedures to work with affected customers to arrange payment plans for those requesting assistance during this time.

To be clear, however, we are not providing energy to these customers as a charitable service. We are continuing to bill customers who otherwise would have been disconnected, and we are not requesting to concede or forgive debt. We can and will pursue debt, including bad debt, in accordance with associated statutes via our internal collections processes and/or using third-party collection agencies, depending on the status of the debt.

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