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Xcel Energy

Data Request No. 2-2

Docket No.: GE20-002

Response To: South Dakota Public Utilities Commission

Requestor: Commission Staff

Date Received: June 2, 2020

Question:

Regarding the Company's moratorium on disconnections, provide the following:

- a. The number of disconnections that have been suspended since the moratorium began.
- b. The amount of lost disconnection fee revenue since the moratorium began.
- c. The increase in accounts receivable attributable to the customers that did not get disconnected due to the moratorium.
- d. How many customers have set up payment plans to pay their bills since the moratorium began?
- e. How many customers have declined payment plans since the moratorium began?
- f. Confirm that if the deferred accounting treatment and regulatory asset are approved, the Company will continue to provide updates to the information provided in parts a through e on a quarterly basis.

Response:

- a. For years 2017-2019, the Company performed an average of 551 residential disconnections during the March-May timeframe. Assuming similar levels of available labor and eligible customers, the Company estimates it would have performed a similar number of disconnections had there not been a suspension of this activity.
- b. The Company does assess a fee of \$35.00 plus tax upon reconnecting service after customer resolution of the bill. The maximum amount of lost revenue is estimated at \$19,285. It is notable that there are scenarios in which this fee does not get charged, such as the Company being notified that the original account holder has vacated the premise, and a new property owner or tenant who is not responsible for the bill has moved in.

- c. For the time period of March – May 2020, the Company’s average active residential arrears, as a percent of accounts receivables, was 54%. This compares to 50% in the same time period for 2019, and 51% respectively in 2018. It is important to note that there are many contributing pandemic-related economic factors that may be influencing this metric. Separating increases in accounts receivable specifically due to the suspension of residential disconnections versus other economic influences related to the overall impact of the pandemic (i.e. economic recession, changes in consumption patterns related to impacts from COVID -19, etc.) would require speculation, assumption, and/or conjecture.
- d. The Company has set 947 arrangements with our customers since the March 15, 2020 announcement of suspension of residential disconnections through June 7. This number is for all customers and all classes within the South Dakota service areas.
- e. The Company does not have an existing process for the tracking of this information.
- f. The Company is certainly willing to engage in dialogue around regular reporting and find a mutual solution; however, as written, the majority of the requested items are not quantifiable.

Preparer: Nora Lindgren
Title: Manager, Credit & Collections
Department: Credit and Collections
Telephone: (715) 737-2439
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