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Xcel Energy

Data Request No. 2-3

Docket No.: GE20-002

Response To: South Dakota Public Utilities Commission

Requestor: Commission Staff

Date Received: June 2, 2020

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Question:

Explain any new and creative billing and collection procedures the Company has begun to employ during this moratorium period to keep nonpayment to a minimum.

Response:

During the moratorium period, the Company has been providing enhanced outreach and education through personalized phone calls to residential customers with high past-due balances that have shown to be the least responsive to our e-mail and social media campaigns regarding working with us on a payment plan.

In addition, the Company has taken steps to contact customers who have received energy assistance recently, or are otherwise managed by our Personal Account Representatives (PAR) area, encouraging them to contact us for payment plans and/or to contact local agencies for additional energy assistance. South Dakota low-income customers are included in this outreach.

Beyond phone call campaigns, the Company has also made updates to our website, [www.xcelenergy.com](http://www.xcelenergy.com), to provide COVID-19 resources related to Energy Assistance and other funding. This information was highlighted in a recent residential customer email campaign to ensure those customers unfamiliar with assistance programs are aware of resources to help with bills.

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Preparer: Nora Lindgren

Dan Teague

Title: Manager, Credit & Collections

Specialist, Customer Policy & Data Privacy

Department: Credit & Collections

Credit Policy

Telephone: (715) 737-2439

(715) 737-3030

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