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Xcel Energy

Data Request No. 2-6

Docket No.: GE20-002

Response To: South Dakota Public Utilities Commission

Requestor: Commission Staff

Date Received: June 2, 2020

Question:

Refer to the Company's response to DR 1-8. Confirm that the Company has continued to encourage customers to stay current on their utility bills or, if necessary, set up payment plans during the disconnection moratorium, and that service representatives have not discouraged customers from staying current on payments or setting up payment plans. What steps does Xcel take to ensure customers understand their past due bills will be due at the end of the disconnection moratorium?

Response:

The Company can confirm that customers are encouraged to stay current on their utility bills or, if necessary, set up payment plans during the disconnection moratorium, and that service representatives have not discouraged customers from staying current on payments or setting up payment plans.

Xcel Energy has provided training specific to handling credit calls and setting payment arrangements on residential accounts to call center representatives, in addition to providing ongoing support through our QA processes to ensure they are prepared for these types of calls and able to explain the value of being caught up on payments and/or on payment arrangements with us to avoid disconnection at the end of the moratorium. Xcel Energy also provides messaging and pathways encouraging payment arrangements through our self-service phone and web account management options. Courtesy calls and emails to engage customers in conversations around resolution of their past-due bills continue throughout the moratorium. Bill messaging to past-due customers regarding the ability to enroll in arrangements via our website is being featured throughout the month of July.

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