

- Not Public Document – Not For Public Disclosure
 Public Document – Not Public Data Has Been Excised
 Public Document

Xcel Energy Data Request No. 3-4
Docket No.: GE20-002
Response To: South Dakota Public Utilities Commission
Requestor: Kristen N. Edwards
Date Received: July 13, 2020

Question:

What percentage of the outstanding balances at the time of disconnection does the Company historically have to write off to bad debt? What percentage of the outstanding balances at the end of the disconnection moratorium does the Company expect to eventually get written off to bad debt?

Response:

The Company does not track bad debt from accounts which have experienced a disconnection for nonpayment separately from overall bad debt. Based on historic data outside the pandemic period, the Company would expect 0.34% of outstanding balances to be written off to bad debt. For 2020 year-end, the Company expects 0.64% of outstanding balances to be written off to bad debt. This expectation is influenced by a number of factors, and should not be solely attributed to the temporary halt of disconnections for residential customers.

Preparer:	Nora Lindgren	Jeff Seleske
Title:	Manager, Credit & Collections	Data Scientist
Department:	Credit & Collections	Customer Operations
Telephone:	715-737-2439	303-571-7157
Date:	July 20, 2020	