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Xcel Energy Data Request No. 1-8
Docket No.: GE20-002
Response To: South Dakota Public Utilities Commission
Requestor: Commission Staff
Date Received: May 8, 2020

Question:

Has the Company provided customers that will be disconnected when the disconnect moratorium is lifted any additional correspondence, outside of the normal correspondence, reminding them that the entire balance will be required to be paid once the disconnect moratorium period is complete or they will lose their service?

Response:

Xcel Energy continues all normal correspondence regarding past due bills with customers in South Dakota including reminder messaging on bills, courtesy calls, and mailed notices. Prior to resuming physical service disconnections to our residential customers in South Dakota, we plan to provide additional phone and/or email outreach to customers that are becoming eligible for disconnection to ensure they are advised of the need to resolve the balance with us via payment in full or installment arrangement.

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Date: May 22, 2020