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Xcel Energy Data Request No. 2-8
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 1-7. Did Xcel consider any alternatives to temporarily discontinuing disconnections? Please explain.

Response:

As communities and families faced the challenges caused by the spread of COVID-19, Xcel Energy considered both continuing our normal course of business and enacting a moratorium on disconnections of residential customers' electric service. Given the widespread job losses and other societal and economic impacts caused by COVID-19, we believed the only prudent course—fitting with our commitment to support the communities we serve and our commitment to ensuring safety of employees and customers from the spread of COVID-19—was to suspend disconnections.

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