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Xcel Energy

Docket No.: EL17-012

Response To: South Dakota Public
Utilities Commission

Information Request No. 1-4

Requestor: Brittany Mehlhaff

Date Received: March 10, 2017

Question:

Before a customer completes the transaction (either online or by phone), is the customer notified of the amount of the processing fee they will be charged?

Response:

Yes. When using a credit or debit card to pay online, customers will see both the non-commercial and commercial fees as they begin their transaction. After entering the card number on the initial payment screen, the technology immediately identifies the card type and the **fee is displayed right away** for the customer. After customers click 'Continue' on the payment screen, they are presented a Payment Review page with the transaction fee amount and total payment (with the fee included) displayed. When using the phone (the Interactive Voice Response or IVR system) to make a credit/debit card payment, customers hear the amount of the transaction fee before they are transferred to Fiserv/BillMatrix, and again before completing the transaction. Customers reaching an Xcel Energy customer service representative are transferred to Fiserve/BillMatrix to complete the transaction, so hear the same fee information as customers opting to pay via credit/debit card via our IVR system.

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