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Xcel Energy

Docket No.: EL17-012

Response To: South Dakota Public
Utilities Commission

Information Request No. 1-5

Requestor: Brittany Mehlhaff

Date Received: March 10, 2017

Question:

Current customers using commercial credit cards will be notified of the change. How are new customers (commercial or non-commercial) notified of the amount of processing fee they will be charged if they choose to use a credit/debit card, now that the amount will no longer be on the bill and disconnection notice?

Response:

To clarify, the credit/debit card processing fee amount is only currently stated on the back of the Disconnection Notice. The revision we have proposed for the back of the Standard Billing Form is to more clearly state that there is a processing fee when using a credit card.

Please see our response to Data Request No. 1-4, which describes how the transaction fee information is presented to customers each time they opt to pay their Xcel Energy bill with a credit and/or debit card.

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