



2302 Great N. Drive
Fargo, North Dakota 58102
(701) 241-8632
dave.sederquist@xcelenergy.com

July 15, 2020

VIA U. S. AND ELECTRONIC MAIL

Mr. Steven M. Kahl, Executive Secretary
North Dakota Public Service Commission
State Capitol Building, Dept. 0408
600 East Boulevard
Bismarck, ND 58505-0480

RE: RESUMPTION OF NORMAL SERVICE DISCONNECTION POLICY
CASE NO. PU-20-179

Dear Mr. Kahl:

With this letter Xcel Energy provides a description to the Commission of its plan to resume the Company's normal electric and natural gas service disconnection policy in North Dakota after having suspended disconnections for about four months due to the COVID-19 pandemic.

Today, July 15th, Xcel Energy will restart issuing Disconnect Notices to residential customers with sufficiently past-due accounts¹. The Notices will indicate a payment due date 10 working days after their mailing date. The Notices will also inform these customers that they must take immediate steps to remedy their past-due balances and avoid having their utility service disconnected, consistent with our standard Disconnect Notices. We will also be conducting outbound phone calls and sending email messages to affected customers and - in similar fashion as the Notices - acknowledging the hardships caused by the pandemic and encouraging customers to contact us about setting up payment arrangements and be informed of other bill management resources.

See Attachment A for the insert we are including with the Disconnect Notices (page 1), the follow-up email message (page 2), and the automated phone call script (page 3) for those customers which we do not have the email address.

Disconnections of residential service will resume on about August 3rd (based on the Notice mailing date plus 10 business days and taking into consideration that service disconnections are not conducted on Fridays). Generally, residential disconnection activity will commence

¹ As a general practice, the Company issues disconnect notices to customers with past due accounts once they have reached an arrears level near \$200. This threshold has proven to be effective in terms of generating payment activity from customers and avoiding having account balances get out of hand.

after overdue commercial accounts have been addressed, and the Company will initially focus on residential account balances of least \$1,000. This approach should provide ample lead time for residential customers who have only recently become past due to receive their Notice and contact us for payment arrangements, and/or apply for energy assistance.

With respect to commercial customers, the Company has continued to issue Disconnect Notices throughout the pandemic period. Beginning the week of July 20th, Xcel Energy will concentrate its initial disconnection activity on eligible past-due large commercial and industrial customers. We will then expand our focus to include smaller commercial customers as time moves forward.

As always, the company is committed to working with any customer who contacts us seeking a payment arrangement. We will do our best to consider any unique and extenuating circumstances and help find a mutual solution for the remediation of their past-due balances.

Please feel free to contact me at (701) 241-8632 or dave.sederquist@xcelenergy.com should you have any questions.

Sincerely,



David H. Sederquist
Sr. Regulatory/Financial Consultant
Xcel Energy

cc: Vic Schock

We're here to help in challenging times

We're committed to helping our customers in good times, and even more importantly, in challenging times. We know that many families and businesses are facing difficult circumstances as a result of COVID-19 and the impact it has had on the economy and our daily lives. Please know that we are here to help.

Help with pay arrangements

If you are having trouble making regular payments on your account, we would like to work with you to make a pay arrangement that works for you. Setting and keeping a pay arrangement will ensure that your energy service continues.

To talk to a us about making a pay arrangement, call us at 1-800-895-4999. Our representatives are available Monday through Friday, or you can visit xcelenergy.com to learn about options and programs to help you manage your bill.

We want to be sure your energy service continues without any interruption, so please reach out to us as soon as possible. We're committed to powering through this challenging time with you.

Communications Campaign for Resumption of Disconnect Policy (Email Message)



Dear Customer:

We are contacting you to let you know we will be returning to normal collection activity soon including the potential disconnection of service.

However, we realize this is a challenging economic time for many. If you lost your job due to the pandemic or you're having trouble paying your bills, we will help find a [pay arrangement](#) that works for you.

To learn about different payment options, please select the 'Pay Now' button below or download our mobile app via Apple Store or Google Play.



You can find more resources [here](#) or call us at 888-335-7976.

Sincerely,

Xcel Energy Customer Care

If you'd like to unsubscribe and stop receiving these emails [click here](#).



Estimado cliente,

Queremos agradecerle por comunicarse con nosotros y establecer un plan de pago verbal para reducir su balance atrasado durante la temporada de invierno en Minnesota.

Nos gustaria tomar este tiempo para recordarle que es importante tartar de reducir la cantidad atrasada en su factura.ya que las provisiones especiales que permiten que usted pague una cantidad menor durante la temporada de invierno termina el 15 de Abril.

Para obtener información sobre las diferentes opciones de pago, seleccione el botón de abajo "Pay Now" o descargue nuestra aplicación móvil a través de Apple Store o Google Play.



Gracias por continuar siendo nuestro cliente.

Sinceramente,

Servicio al Cliente de Xcel Energy

Si prefiere dejar de recibir estos correos electronicos oprima [haga clic aquí](#).

Communications Campaign for Resumption of Disconnection Policy (Outbound Call)

“Hello, this is an important call from Xcel Energy for *[First Name, Last Name]*. If this is *[First Name, Last Name]* please press 1. To put the call on hold while they come to the phone, please press 2. If they are not available, please press 3.”

Press 1: “We are calling to tell you that we will be resuming normal collection activity soon including the potential disconnection of service. We realize this is a challenging economic time. If you lost your job due to the pandemic or you’re having trouble paying your bills, we will help find a pay arrangement that works for you. To find more information about programs that can help you pay your bill, please visit our website at xcelenergy.com. To speak to a representative who can help setup a pay arrangement, press 5 (855-837-9003). If you would like to make a payment today using our phone system, press 4 now (866-672-3864).”

Press 2: “Your call is on hold, please press 6 to continue.”

Press 3: “This is an important message from Xcel Energy for *[First Name, Last Name]*. Please have *[First Name, Last Name]* contact our office at 888-335-7976. Thank you.”

Machine Message- This is an important message from Xcel Energy for *[First Name, Last Name]*. Please call us at 1-888-335-7976. Thank you.