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Xcel Energy Information Request No. 2
Docket No.: E,G999/PR-24-2
Response To: Minnesota Public Utilities Commission
Requestor: Sally Anne McShane & Tera Dornfeld
Date Received: January 29, 2025

Question:

Are payment-troubled customers regularly notified of the CWR right to appeal during calls with representatives?

Response:

If at any time during an interaction with a representative, a customer is dissatisfied with an arrangement negotiation, they are provided information on the CWR appeals process available to them.

Preparer: Diedra Howard
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Department: Customer Assistance and Advocacy
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Date: February 7, 2025