

In support of this Petition, Public Service respectfully states the following:

1. The Company believes good cause exists to grant the waivers and relief requested in this Petition. The Company will be releasing a new My Account and mobile application from January 14 through 21, 2022 that will include (1) enhancements in design improvements in compliance with the Americans with Disabilities Act, as well as a more modern design, a mobile-first design, a design that is consistent whether working on the desktop website My Account or mobile website MyAccount, (2) increases in the speed of use of the My Account and mobile application, and (3) additional integration of the My Account and mobile application with other new Xcel Energy programs available within the My Account experiences. During the Waiver Period, multiple self-service payment channels may become unavailable due to internal outages of systems associated with the updates to the My Account and the mobile application.

2. Therefore, the Company is requesting a waiver from collecting late payment charges from all customers and classes subject to late payment charges during the Waiver Period.

3. Public Service requests the following temporary and partial variances during the Waiver Period from the following Electric Tariff Sheets:

Late Payments		
Tariff Sheet No.	Relevant Tariff Language	Requested Waiver for the Waiver Period
Schedule of Charges for Rendering Service		
25C	<u>Schedule of Charges for Rendering Service: Payment and Late Payment Charge:</u> Bills for electric service and Charges for Rendering Service are due and payable in accordance with	Public Service seeks a waiver from its late payment provisions for all customer classes, as the

	the Payment and Late Payment Charge provisions of the general electric service schedule under which the Customer receives service. In the event that a Customer is billed for Charges for Rendering Service and the Customer's payment for such charges is not paid by the due date, the Payment and Late Payment Charge provisions under the applicable Residential, Commercial and Industrial Service shall be assessed to the Customer for all amounts not paid by the due date.	Company will not assess late payments during the Waiver Period.
Maintenance Charges for Street Lighting Service		
26D	<u>Payment and Late Payment Charge:</u> Bills for electric service and Maintenance Charges for Street Lighting Service are due and payable in accordance with the Payment and Late Payment Charge provisions of the general electric service schedule under which the Customer receives service. In the event that a Customer is billed for Maintenance Charges for Street Lighting Service and the Customer's payment for such charges is not paid by the due date, the Payment and Late Payment Charge provisions under the applicable Residential, Commercial and Industrial Service shall be assessed to the Customer for all amounts not paid by the due date.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Electric Sales Service Rates – Residential Service		
30B	<u>Payment and Late Payment Charge:</u> Bills for electric service are due and payable within fourteen (14) business days from date of bill. A business day for purposes under this Payment and Late Payment Charge section is all non-Holiday weekdays. Residential Customers have the option of selecting a modified due date ("Custom Due Date") for paying their bill. The due date can be extended up to a maximum of thirty (30) calendar days from the scheduled due date of the current bill. Customers selecting a Custom Due Date will remain on the selected due date for a period not less than twelve (12) consecutive Months. A maximum late payment charge of one percent (1.0%) per Month shall be applied to all billed balances for Commission jurisdictional charges that are not paid by the billing date shown on the next bill unless the balance is fifty dollars (\$50) or less. The Company will remove the assessment of a late payment charge for one (1) billing period, but not more frequently than once in any twelve	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.

	(12) Month period, at Customer's request. The late payment charge will not apply to a billed security deposit, or in instances where a Company billing error is involved, or where complications arise with financial institutions in processing payments that are no fault of the Customer, or where a Customer is current on an active payment arrangement.	
31A	<u>Residential Demand Service (Schedule RD):</u> Identical verbiage as found on Sheet No. 30B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
32A, 32B	<u>Residential Demand-Time Differentiated Rates Service (Schedule RD-TDR):</u> Identical verbiage as found on Sheet No. 30B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
33D	<u>Residential Energy Time-of-Use Service (Schedule RE-TOU):</u> Identical verbiage as found on Sheet No. 30B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
34B	<u>Residential General Service Opt-Out (Schedule ROO):</u> Identical verbiage as found on Sheet No. 30B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Electric Sales Service Rates – Small Commercial Service		
39C	<u>Small Commercial Time-of-Use Service (Schedule C-TOU):</u> Payment and Late Payment Charge: Bills for electric service are due and payable within fourteen (14) business days from date of bill. Any amounts in excess of fifty dollars (\$50.00) not paid on or before three (3) business days after the due date of the bill shall be subject to a late payment charge of one and one half percent (1.5%) per Month. A business day for purposes under this Payment and Late Payment Charge section is all non-Holiday weekdays.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
40A	<u>Commercial Service (Schedule C):</u> Identical verbiage as found on Sheet No. 39C, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the

		Waiver Period.
Non-Metered Service		
41A	<u>Non-Metered Service (Schedule NMTR):</u> Identical verbiage as found on Sheet No. 40A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Commercial and Industrial Secondary Service		
43A	<u>Secondary General Service (Schedule SG):</u> Payment and Late Payment Charge: Bills for electric service are due and payable within fourteen (14) business days from date of bill. Any amounts in excess of fifty dollars (\$50.00) not paid on or before three (3) business days after the due date of the bill shall be subject to a late payment charge of one and one half percent (1.5%) per Month.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
44	<u>Secondary General Low-Load Factor Service (Schedule SGL):</u> Identical verbiage as found on Sheet No. 43A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
45A	<u>Secondary General Critical Peak Pricing Service (Schedule SG-CPP):</u> Identical verbiage as found on Sheet No. 43A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
47B	<u>Secondary Standby Service (Schedule SST):</u> Identical verbiage as found on Sheet No. 43A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
48A	<u>Secondary Time-of-Use Service (Schedule STOU):</u> Identical verbiage as found on Sheet No. 43A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
49B	<u>Secondary Photovoltaic Time-of-Use Service (Schedule SPVTOU – SECTION A):</u> Identical verbiage as found on Sheet No. 43A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
49D	<u>Secondary Photovoltaic Time-of-Use Service (Schedule SPVTOU – SECTION B):</u>	Public Service seeks a waiver from its late

	Identical verbiage as found on Sheet No. 43A, quoted above.	payment provisions, as the Company will not assess late payments during the Waiver Period.
50C	<u>Secondary General Time-of-Use - Electric Vehicle Service (Schedule SG-EV):</u> Identical verbiage as found on Sheet No. 43A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Commercial and Industrial Primary Service		
55A	Primary General Service (Schedule PG): Payment and Late Payment Charge: Bills for electric service are due and payable within fourteen (14) business days from date of bill. Any amounts in excess of fifty dollars (\$50.00) not paid on or before three (3) business days after the due date of the bill shall be subject to a late payment charge of one and one half percent (1.5%) per Month.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
56A	<u>Primary General Critical Peak Pricing Service (Schedule PG-CPP):</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
57B	<u>Primary Standby Service (Schedule PST):</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
58A	<u>Primary Time-of-Use Service (Schedule PTOU):</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Commercial and Industrial Transmission Service		
70A	<u>Transmission General Service (Schedule TG):</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
71A	<u>Transmission General Critical Peak Pricing Service (Schedule TG-CPP)</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the

		Waiver Period.
72B	<u>Transmission Standby Service (Schedule TST)</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Commercial and Industrial Special Contract		
80A	<u>Special Contract Service - RTD (Schedule SCS-7)</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
81A	<u>Special Contract Service - RTD (Schedule SCS-8)</u> Identical verbiage as found on Sheet No. 55A, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Area Lighting		
90	<u>Residential Outdoor Area Lighting Service (Schedule RAL):</u> Payment and Late Payment Charge: Bills for electric service are due and payable in accordance with the Payment and Late Payment Charge provisions of the general service schedule under which the Customer receives service. In the event that a Customer is billed for lighting service separate from a general service schedule, Payment and Late Payment Charge provisions under the Residential Service shall be applicable.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
91	<u>Commercial Outdoor Area Lighting Service (Schedule CAL)</u> Identical verbiage as found on Sheet No. 90, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
92	<u>Parking Lot Lighting Service (Schedule PLL)</u> Identical verbiage as found on Sheet No. 90, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Public Street and Highway Lighting Service		
95A	<u>Metered Street Lighting Service (Schedule MSL):</u> Payment and Late Payment Charge: Bills for electric service are due and payable within fourteen (14) business days from date of bill. Any amounts in excess of fifty dollars (\$50.00) not	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the

	paid on or before three (3) business days after the due date of the bill shall be subject to a late payment charge of one and one half percent (1.5%) per Month.	Waiver Period.
96A	<u>Metered Intersection Service (Schedule MI):</u> Payment and Late Payment Charge: Bills for electric service are due and payable in accordance with the Payment and Late Payment Charge provisions of the general service schedule under which the Customer receives service. In the event that a Customer is billed for lighting service separate from a general service schedule, Payment and Late Payment Charge provisions under the Commercial Service shall be applicable.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
97E	<u>Energy Only Street Lighting Service (Schedule ESL):</u> Payment and Late Payment Charge: Bills for electric service are due and payable within fourteen (14) business days from date of bill. Any amounts in excess of fifty dollars (\$50.00) not paid on or before three (3) business days after the due date of the bill shall be subject to a late payment charge of one and one half percent (1.5%) per Month.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
98B	<u>Street Lighting Service (Schedule SL):</u> Payment and Late Payment Charge: Bills for electric service are due and payable in accordance with the Payment and Late Payment Charge provisions of the general service schedule under which the Customer receives service. In the event that a Customer is billed for lighting service separate from a general service schedule, Payment and Late Payment Charge provisions under the Commercial Service shall be applicable.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
99	<u>Special Street Lighting Service (Schedule SSL):</u> Identical verbiage as found on Sheet No. 98B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
100A	<u>Customer-Owned Lighting Service (Schedule COL):</u> Identical verbiage as found on Sheet No. 98B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
101	<u>Street Lighting Service – Unincorporated Areas (Schedule SLU):</u> Payment and Late Payment Charge: Bills for electric service are due and payable in	Public Service seeks a waiver from its late payment provisions, as the Company will not assess

	accordance with the Payment and Late Payment Charge provisions of the general service schedule under which the Customer receives service. In the event that a Customer is billed for lighting service separate from a general service schedule, Payment and Late Payment Charge provisions under the Residential and Commercial Service shall be applicable.	late payments during the Waiver Period.
101A	<u>Street Lighting Service – Unincorporated Areas (Schedule SLU Cont'd):</u> Payment and Late Payment Charge Cont'd: For Commercial and Industrial Customers, bills for electric service are due and payable in accordance with the Payment and Late Payment Charge provisions of the general service schedule under which the Customer receives service. In the event that a Customer is billed for lighting service separate from a general service schedule, Payment and Late Payment Charge provisions under the Commercial Service shall be applicable.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
102A	<u>Traffic Signal Lighting Service (Schedule TSL):</u> Identical verbiage as found on Sheet No. 98B, quoted above.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.
Electric Affordability Program		
116C	<u>Electric Affordability Program (EAP):</u> <u>Conditions of Service:</u> e) With respect to payment default provisions, <u>a single missed, partial or late payment within any Program Year</u> shall not result in the automatic removal of a Qualified Customer from the Program. However, two (2) or more missed, partial or late payments within any Program Year will result in the Company initiating its regular collection and Discontinuance of Service process.	Public Service seeks a waiver from the referenced language such that a customer will not be removed from the EAP for any missed, partial or late payments during the Waiver Period.
Recycled Energy Service		
117E	<u>Recycled Energy Service (Schedule RE):</u> Bills for electric service are due and payable within fourteen (14) business days from date of bill. A business day for purposes under this Payment and Late Payment Charge section is all non-Holiday weekdays. Any amounts in excess of fifty dollars (\$50.00) not paid on or before three (3) business days after the due date of the bill shall be subject to a late payment charge of one and one half percent (1.5%) per Month.	Public Service seeks a waiver from its late payment provisions, as the Company will not assess late payments during the Waiver Period.