IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	800-895-4999	7 a.m.– 7 p.m., Mon.–Fri. 9 a.m.– 5 p.m., Sat.
Business Solutions Center:*	800-481-4700	8 a.m.– 5 p.m., Mon.–Fri.
TTD/TTY	800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

General Inquiries*
Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008
xcelenergy.com

Payments
Xcel Energy
PO Box 9477
Minneapolis, MN 55484-9477

Please include stub
for faster processing.

***Register any inquiry or complaint at the above address or phone number.**

ABOUT YOUR ELECTRIC AND NATURAL GAS RATES** Learn more at **xcelenergy.com/MyBill**

Demand-Side Management Cost Adjustment (DSMCA)
This charge recovers the costs associated with gas and electric demand side management (DSM) programs. DSM programs help customers manage their consumption of energy to optimize available and planned generation transmission and distribution resources.

Franchise Fee
Xcel Energy has obtained franchises from incorporated cities and towns within our service territory. As part of each franchise, Xcel Energy pays a fee for the use of alleys, streets and rights-of-way where electrical equipment is located. The franchise fee is a percentage of your bill, if applicable.

General Rates (Large Commercial, Secondary, Primary, and Transmission)
General Base rates include the Service and Facility Charge, a Production Meter Charge (if applicable), a Load Meter Charge (if applicable), plus either an Energy Charge and a Demand Charge for electric service or a Capacity Charge and a Usage Charge for gas service, as applicable.

General Rates (Residential, Small Commercial)
General Base rates include the Service and Facility Charge, a Production Meter Charge (if applicable), a Load Meter Charge (if applicable), a Demand Charge (if applicable), plus either an Energy Charge for electric service or the Usage Charge for gas service, as applicable.

General Rate Schedule Adjustments (GRSA)
General Rate Schedule Adjustments are positive or negative percentage amounts that apply to all base rates,including the Service and Facility Charge, the Energy or Usage Charge and the Demand or Capacity Charge.

Late Payment Charge
Xcel Energy will assess a late payment charge on any unpaid balance exceeding $50.00 in accordance with the applicable customer rate schedule. For residential customers, a late payment charge of one percent per month is applied to any balance not paid by the bill date for the next month's bill. For residential customers, Xcel Energy will remove the assessment of a late payment charge for one billing period in any twelve month period upon a customer's request. For commercial customers, a one and one-half percent late payment charge will be assessed each month on any balance not paid on or before three business days after the due date of the bill.

Service and Facility Charge
The Service and Facility Charge is a flat monthly charge. The "Service" portion of this charge recovers the cost of meter reading, billing, customer accounting and customer service. The "Facility" portion of this charge recovers the fixed costs associated with Xcel Energy's investment in customer-related facilities such as meters and service laterals.

Energy Assistance Charge (EAC)
Required by House Bill 21-1105, we collect and remit this monthly charge to Energy Outreach Colorado for bill assistance for income-qualified customers. If you're struggling to pay your utility bills, you might qualify for exemption from a monthly charge related to energy assistance and be eligible for utility bill payment assistance. Please call 1-866-HEAT-HELP to see if you qualify. You may request to opt out of this charge by calling 800-895-4999. ***Si tiene dificultades para pagar sus facturas de energía, es possible que reúna los requisitos para recibir asistencia para el pago de facturas y que sea elegible para la exención del cargo por asistencia energética. Llame al 1-866-HEAT-HELP (1-866-432-8435) para ver si califica para recibir asistencia.***

ABOUT YOUR ELECTRIC RATES*† Learn more at **xcelenergy.com/MyBill**

Colorado Energy Plan Adjustment (CEPA)
This charge represents 1% of an electric bill and funds the early voluntary retirement for Xcel Energy's Comanche coal units in order to deliver a cleaner energy mix. This charge applies to all base rates, including the Service and Facility Charge, the Energy or Usage Charge and the Demand or Capacity Charge, base rate adjustments and non-base rate adjustments, but excludes the EGCRR.

Demand Charge
This charge recovers the fixed costs associated with the system capacity necessary to produce and deliver power to you. This includes the fixed costs associated with Xcel Energy's investment in production, transmission and distribution facilities.

Electric Commodity Adjustment (ECA)
All rate schedules are subject to the ECA, which recovers the cost of fuel and purchased energy used to supply electric service. Commercial and Industrial Primary, Transmission and Special Contract Service customers shall be billed under the appropriate Time-Of-Use ECA rate. The ECA is subject to changes no less frequently than quarterly.

Energy Charge
The Energy Charge for large customers with Demand Charges recovers the variable costs of producing energy not collected through the ECA. The Energy Charge for residential (schedule R) and commercial (schedule C) customers also recovers the fixed costs of producing and delivering energy.

Extraordinary Gas Cost Recovery Rider (EGCRR) – Electric
This charge recovers the market cost of natural gas used to generate electricity in Colorado during Winter Storm Uri (February 2021). It will appear on bills for 24 months from August 2022 to July 2024. If you also receive natural gas service from us, you will see two EGCRR charges on your bill.

General Rate Schedule Adjustment - Energy (GRSA-E)
Calculated for electric base rate schedules for Kilowatt-Hours used for the various levels of service delivery to recover the costs associated with Xcel Energy's most recent rate case.

Load Meter Charge
The Load Meter measures a customer's electric usage. The Load Meter Charge is a flat monthly charge and is applicable to customers that have customer-owned generation in parallel with Xcel Energy's system and recovers the cost of the meter.

Production Meter Charge
The Production Meter measures the output of a customer's on-site generator. The Production Meter Charge is a flat monthly charge and is applicable to customers that have customer-owned generation in parallel with Xcel Energy's system and recovers the cost of the meter.

Purchased Capacity Cost Adjustment (PCCA)
All rate schedules are subject to the PCCA. The PCCA recovers the cost to purchase electric generation capacity from other suppliers and is subject to annual changes to be effective on January 1 of each year.

Revenue Decoupling Adjustment (RDA) is a pilot applicable for all electric service under Schedules R, RE-TOU, R-OO, C and C-TOU, and the rates shown are effective during summer months. The RDA Pilot terminates on Dec. 31, 2023.

Renewable Energy Standard Adjustment (RESA)
This charge represents 1% of an electric bill and funds the renewable energy program as required by Colorado law under which utilities must generate or purchase increasing portions of their electricity from sun, wind or biomass. This charge applies to all base rates, including the Service and Facility Charge, the Energy or Usage Charge and the Demand or Capacity Charge, base rate adjustments and non-base rate adjustments, but excludes the EGCRR.

Time-of-Use Rates
Customers on Schedule RE-TOU are subject to On-Peak, Mid-Peak and Off-Peak rates for electricity use year-round. On-Peak period is 3–7 p.m., weekdays except holidays.; Mid-Peak is 1–3 p.m., weekdays except holidays; Off-Peak is all other hours.

Transmission Cost Adjustment (TCA)
All rate schedules are subject to the TCA. This charge recovers transmission investments not already included in base rates and is subject to annual changes to be effective on January 1 of each year.

Transportation Electrification Programs Adjustment (TEPA)
All rate schedules for electric service are subject to a TEPA to reflect the cost of Commission approved Transportation Electrification Plans. The TEPA amount will be subject to annual changes effective on January 1 of each year. Customers with demand rates shall be billed on a dollar per Kilowatt basis. Customers without demand rates shall be billed on a dollar per Kilowatt-Hour basis.

ABOUT YOUR NATURAL GAS RATES*† Learn more at **xcelenergy.com/MyBill**

Demand Peak Day Quantity (Demand PDQ)
This is a charge applicable to large commercial customers and reflects your actual or estimated maximum daily usage.

Extraordinary Gas Cost Recovery Rider (EGCRR) – Gas
This charge recovers the market cost of natural gas delivered to Colorado customers during Winter Storm Uri (February 2021). It will appear on bills for 30 months from August 2022 to January 2025. If you also receive electric service from us, you will see two EGCRR charges on your bill.

Gas Cost Adjustment (GCA)
All rate schedules are subject to the GCA. The GCA recovers the cost of natural gas purchased and delivered into Xcel Energy's system, including the costs of the natural gas commodity, upstream transportation and storage services. The GCA is subject to changes no less frequently than quarterly. The GCA passes through the costs on a dollar-for-dollar basis.

GRSA- Pipeline System Integrity Adjustment (GRSA-P)
This is calculated as percentages for natural gas base rate schedules to recover the costs of the PSIA, effective Jan. 1, 2022.

Interstate Pipeline
This is a component of the GCA and reflects Xcel Energy's payments to interstate (upstream) pipelines and storage facility operators to deliver natural gas into Xcel Energy's gas system. The Federal Energy Regulatory Commission regulates these upstream services and the rates charged to Xcel Energy.

Natural Gas
This is a component of the GCA and reflects Xcel Energy's costs to purchase the natural gas commodity, as determined by prevailing market prices. While the prices paid for this gas are not regulated, Xcel Energy may only recover those costs approved by the Colorado Public Utilities Commission (CPUC).

Therm Multiplier
Gas usage is defined in Therms—units of measure of the energy content of natural gas. One Therm equals 100,000 British thermal units (Btu). After your meter measures your usage by volume (in cubic feet), this volume is multiplied by the Therm Multiplier to determine the units of energy consumed. The Therm Multiplier, which is the product of the Altitude Factor, Temperature Factor and Energy Factor, adjusts your volumetric gas measurement to reflect the energy content of the gas supplied to your home or business. As a result, you're billed for units of energy consumed rather than for the volume of gas delivered. Transportation and Large Commercial customers are billed using a Dekatherm (Dth) multiplier with the same adjustment factors.

Usage Charge
The usage charge is applicable to all rate schedules. The usage charge recovers Xcel Energy's fixed and variable cost to provide gas service that are not recovered through other charges, including the cost of intrastate pipes, compressors, and storage facilities needed to deliver natural gas to customers.

PAYMENT OPTIONS Learn more at **xcelenergy.com/Payment**

Standard Payment Options: (No fees apply):

- **My Account/eBill™** – View/pay your bill, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-Party Fees will apply. Xcel Energy does not collect nor benefit from these fees.):

- **Credit/Debit Card Payment** – Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-660-1365. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Electronic Check Conversion
When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

†Unit of Measurement for Electric Consumption is $/kWh. Unit of Measurement for Gas Consumption is $/Therm.
*All base rates, riders and adjustments are approved by the Colorado Public Utilities Commission (CPUC).

** Time-of-Use rates and Schedule R-OO riders are billed as a percentage adjustment applicable to base energy charges.