



XCEL ENERGY RENTAL USAGE PORTAL FREQUENTLY ASKED QUESTIONS

August 2021

Finding Required Information From your Xcel Energy bill

Look at the first page of your bill, find the information required to register for the Rental Usage Portal and add additional accounts to your profile



YOUR MONTHLY ELECTRICITY USAGE



| DAILY AVERAGES | Last Year | This Year |
|------------------|-----------|-----------|
| Temperature | 49° F | 53° F |
| Electricity kWh | 16.2 | 13.0 |
| Electricity Cost | \$1.88 | \$1.29 |

YOUR MONTHLY NATURAL GAS USAGE



| DAILY AVERAGES | Last Year | This Year |
|----------------|-----------|-----------|
| Temperature | 49° F | 53° F |
| Gas Therms | 1.4 | 1.8 |
| Gas Cost | \$1.03 | \$0.96 |

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



Please help our neighbors in need of energy assistance by contributing to Energy Outreach Colorado. To participate, check the box in the lower left corner and mark your contribution amount on the back of this payment stub using blue or black ink.

----- manifest line -----

 JOHN E. CUSTOMER
 MARTHA W. CUSTOMER
 1234 ELECTRIC AVENUE
 TAKUHIER, CO 00000-0000

XCEL ENERGY
 P.O. BOX 9477
 MPLS MN 55484-9477

| SERVICE ADDRESS | ACCOUNT NUMBER | DUE DATE |
|---|------------------|----------------|
| JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ELECTRIC AVENUE TAKUHIER, CO 00000-0000 | 53-123456789-1 | MM/DD/2017 |
| | STATEMENT NUMBER | STATEMENT DATE |
| | 0123456789 | MM/DD/YYYY |
| | | AMOUNT DUE |
| | | \$00.00 |

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

| | | |
|---------------------------------|-------------------------------|----------------|
| Electricity Service | 04/06/17 - 05/05/17 | \$00.00 |
| Natural Gas Service | 04/07/17 - 05/08/17 00 therms | \$00.00 |
| Non-Recurring Charges / Credits | | \$0.00 |
| Current Charges | | \$00.00 |

ACCOUNT BALANCE

| | | |
|-------------------|-------------|----------------|
| Previous Balance | As of 04/06 | \$00.00 |
| Payments Received | | \$0.00 |
| Balance Forward | | \$00.00 |
| Current Charges | | \$00.00 |
| Amount Due | | \$00.00 |

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

RETURN BOTTOM PORTION WITH YOUR PAYMENT • PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS

| ACCOUNT NUMBER | DUE DATE | AMOUNT DUE | AMOUNT ENCLOSED |
|----------------|------------|------------|-----------------|
| 53-123456789-1 | MM/DD/YYYY | \$00.00 | |

Please see the back of this bill for more information regarding the late payment charge.
 Make your check payable to XCEL ENERGY

| MAY | | | | | | |
|-----|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

FAQ #1

Q: I am trying to register for the Rental Usage Portal, or add an account but the Rental Usage Portal keeps giving me an error message (e.g. “account number or customer name does not match our records”).

A: Check that you are using the correct information from your bills. Also check that you are following the special instructions for account authentication shown in the Quick Start Guide in the portal.

FAQ #2

Q: Why do I need to check that all my accounts have been added to my Rental Usage Profile?

A: In order to avoid authorization steps, confirm all accounts (i.e., meters) for which you pay the bill at the property have been added to your profile before you request whole-building data.

If you do not add all your accounts prior to this step, you are likely to receive a “further authorization required” error, and data will not be released. You will still be able to add accounts at this point, but the release of whole-building data will be delayed by up to an hour.

FAQ #3

Q: If my tenants pay their own Xcel Energy bill, do I need to add their accounts to my profile?

A: No, your tenants' energy use data will be accounted for during the "request whole-building data" step. You may be prompted (in a step later) to request consent from one or more tenants at the building if the data set does not meet our privacy standards.

Refer to Step 4 in the Xcel Energy Rental Usage Quick Start Guide for guidance.

FAQ #4

Q: Why is it when I added one of my accounts, it is now listed multiple times in my Rental Usage Portal profile?

A: Depending on how your account was created with Xcel Energy, your account may be associated with multiple service addresses or another meter (e.g. a separate solar meter).

FAQ #5

Q: How do I know that my entire building's energy use is included in the aggregated data?

A: When you request whole-building data, the Rental Usage Portal will display the number of meters contained in the requested data and ask you to confirm that this meets your expectations. Rental Usage Portal support staff cannot help to determine the number of expected meters at the building. Some things to consider are:

- > Does each unit/suite have its own electric meter (if tenants pay their own electric bill, then this is likely)? Or is there a master/house meter (or 2 or 3) for the whole building?
- > Do tenants pay their own bill? If so, then it's likely they have their own meter.
- > If all meters are not shown at the confirmation step, click "Back" and search for additional service addresses.

FAQ #6

Q: When attempting to request whole-building data, I do not see my building's service address in the list.

A: You must first add all of your Xcel Energy accounts associated with the building to your Rental Usage Portal profile by clicking the "Add Account" button. Once you have added all accounts, if you still do not see the address, contact rentalusage@xcelenergy.com for assistance.

FAQ #7

Q: I pay the Xcel Energy bills for all my tenants, but I am getting a message, “*Energy use data cannot be displayed*” after adding my accounts.

A: There should be an additional account at the building that must be added to the Rental Usage Portal before proceeding. Check that all accounts associated with the building have been added to your Rental Usage Portal profile by clicking the “Add Account” button. After adding the account, you may have to wait for up to one hour before the data will display.

FAQ #8

Q: I am getting a message, “Energy use data cannot be displayed” for my building. I have tenants that pay their own Xcel Energy bill. What do I do?

A: In order to maintain each tenant’s data privacy, Xcel Energy will need to obtain consent from the tenant(s) at your building that comprise more than 50% of the whole building’s usage. Review the instructions provided in the “Click here to learn more and access the Consent to Disclose Utility Customer Data form” link on your screen.

>>Note: You will need to send an email to rentalusage@xcelenergy.com containing one of the account numbers that you’ve authenticated in the portal and the name of property (as you named it) that you’re seeing this message for. Refer to the instructions in the “Click here to learn more and access the Consent to Disclose Utility Customer Data form” link you see on screen.

FAQ #9

Q: For my building, my tenant pays their own Xcel Energy bill, and is designated as a separate service address. How do I ensure that their energy use data is included in my aggregated data?

A: Contact rentalusage@xcelenergy.com for assistance in adding your tenant's additional service address

FAQ #10

Q: How do I find the Floor Area, Dwelling Units and Bedrooms for my building?

A: Navigate to the City of Minneapolis' [Rental Energy Use Dashboard](#), search the address or property ID (APN) for your property and it will pull up that information for you.

FAQ #11

Q: Why does my monthly cost estimate report show “Not Available” for the energy cost fields?

A: This happens for buildings less than two years old. The Rental Usage Portal requires at least two years of data to create a monthly cost estimate report.

FAQ #12

Q: What is included in my building's electric energy consumption?

A: The usage that is included in the monthly cost estimate report is only usage that is tied to a physical space at your building. This could include on-site solar generation or renewable energy but may not include usage such as parking lot lights.

FAQ #13

Q: How is my building's solar generation calculated in the monthly cost estimate report?

A: Xcel Energy's energy systems include the net generated kWh in the calculation for the monthly cost estimate report. However, that calculation does not reflect the credit for on-site generated solar versus the grid-purchased electricity, so the monthly cost estimate report may show a combined usage total with both grid-purchased and on-site generated solar combined.

You may want to specify to prospective tenants that your on-site generated solar impacts the usage in the monthly cost estimate report.



**FOR ADDITIONAL ANSWERS TO
QUESTIONS CONTACT US AT
RENTALUSAGE@XCELENERGY.COM**