

## **FLEX PRICING PILOT POSTPONED**

We know you're focused on the health and well-being of your family and community as the COVID-19 situation continues to evolve — and you don't need to focus on your energy use, too. With that in mind, **we are postponing the Flex Pricing Pilot** that was scheduled to begin on April 1, 2020. You'll remain on your current electric pricing plan until further notice.

Starting in April, your electric bill will show your electricity use during each of the three time periods — on-peak, mid-peak and off-peak — but your electric rate will not change, so the charges on your bill will be the same as always.

As COVID-19 affects a growing number of people in our communities, we are prepared and are taking steps to ensure we'll continue to be there for you to meet your energy needs. Your safety and the safety of our employees will always be our top priority. We will not disconnect service to any residential customers until further notice. If you are having difficulty paying your bills, contact us and we will arrange a payment plan that works for you. For more information about our response to COVID-19, visit [xcelenergy.com/Covid-19\\_Response](https://xcelenergy.com/Covid-19_Response).

We will continue to closely monitor this situation and local and national public health guidelines as we determine a new start date for the pilot. We will let you know when a new date is set, and make sure you have all the information, tools and resources you need before Flex Pricing begins.

Visit [xcelenergy.com/FlexPricingUpdates](https://xcelenergy.com/FlexPricingUpdates) for the most up-to-date information about the Flex Pricing Pilot. You can always email us at [inquire@xcelenergy.com](mailto:inquire@xcelenergy.com) or call **800.895.4999** with questions or to opt out of the pilot program.