



## UPCOMING CHANGES TO CREDIT CARD OR DEBIT CARD FEES

Xcel Energy bill payment fees are changing for those who pay by credit or debit card

We partnered with KUBRA to greatly reduce the fee associated with paying your Xcel Energy bill with a credit or debit card. The update will go into effect **February 21, 2021**. The current fees and updated fees are as follows:

CURRENT		NEW	
Personal credit or debit card fee	\$2.90 per transaction (single transaction limit of \$1,000)	Residential customer type <sup>1</sup> credit or debit card fee	\$1.50 per transaction* (single transaction limit of \$1,000)
Commercial credit or debit card fee	\$29.95 per transaction (single transaction limit of \$3,000)	Non-residential customer type <sup>2</sup> credit or debit card fee	2.2% fee per transaction* (single transaction limit of \$100,000)

\*CO Residents ONLY: the change detailed above must be approved by the Colorado Public Utilities Commission before the change goes into effect.

<sup>1</sup>Residential customer types are customers that are on residential rates (the large majority of our customers).

<sup>2</sup>Non-residential customer types are customers that are on business, commercial, industrial, state/government rates.

Payment made with your credit or debit card can be done electronically in your **Xcel Energy My Account** by visiting [xcelenergy.com](https://xcelenergy.com). Call **833-660-1365** for credit or debit card payments over the phone. Most major credit and debit cards accepted. Apple Pay and Google Pay is available for use if using a mobile device. KUBRA EZ-PAY® charges a processing fee (Xcel Energy does not benefit from this fee).

### NO-FEE PAYMENT OPTIONS AND PAYMENT MANAGEMENT FEATURES

We still offer no-fee payment options and other great features to help you manage your account:

- Online through My Account**
  - Pay by checking or savings account
  - Automatic payment — we will automatically deduct monthly payments from your bank account on the due date of your bill
- Xcel Energy Mobile App:** download our mobile app to view and pay your bill from anywhere with ease and convenience
- Commercial electronic funds transfer:** electronic transfer of payment funds between your company's and Xcel Energy's bank account (your bank may charge you a separate wire transfer fee for this payment method)
- Pay by phone:** payments through your checking or savings account using our automated phone system
- Mail:** Payments made by check sent through the mail

