Access and correction

You may ask to review the information we keep about you for our business purposes, and ask that we make changes to incorrect information. Changes you request are done free of charge. You may use our My Account site or contact us at **800-895-4999** to request changes. In some cases we may deny your request to see information we keep on file about you, or your request to make changes to your information. If we deny your request to review or change information we have on file about you, we will notify you in writing of the reason for the denial. If you disagree with our reason(s) and we are unable to resolve the dispute within 45 days, you may contact the Minnesota Public Utilities Commission at **consumer.puc@state.mn.us** or **651-296-0406** or **800-657-3782**.

Scams

Be aware of scams targeting our customers across the states we serve. NEVER give out personal information, debit/credit card numbers or bank account numbers, or wire money as a result of an unexpected call. We contact customers initially by U.S. mail about past due bills – not over the phone – and send printed disconnection notices. You can always verify the status of your Xcel Energy account by using My Account, our mobile app, calling Xcel Energy Customer Service at **800-895-4999** or our Business Solutions Center at **800-481-4700** (M–F, 8 a.m.–5 p.m.). Visit **xcelenergy.com/Scams** for more information about how you can avoid scams.

More information

If you would like more information on our privacy practices, have questions or comments about our Privacy Policy, or would like to update information we have about you or your customer data preferences, please call us at **800-895-4999**.

To review our Privacy Policy in its entirety, visit **xcelenergy.com/Privacy**.

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YOUR PRIVACY IS IMPORTANT TO US — BECAUSE IT'S IMPORTANT TO YOU

Information about Xcel Energy's privacy practices

We understand that privacy is important to you, and we respect your privacy concerns. This notice describes our privacy practices, including the choices you can make about how we use and share information about you. We will notify you in the event we make any important changes to our privacy practices.

Information we collect

We will only collect information about you that we need for our regulated business functions. This includes:

- Contact information
- Demographic data
- Other information from credit reporting agencies
- Details about your home and its energy-related equipment
- User name or ID and password for any account you may establish on our websites
- Your payment history and details, such as bank account information and billing address
- Information from you about the medical condition of someone in your home (to the extent we need such information to promote your safety or the safety of Xcel Energy employees)
- Your Energy Usage Data
  - The type of Energy Usage Data collected from utility meters and the frequency with which we collect that information varies depending on the type of meter installed. Visit **xcelenergy.com/ReadingMeters** for more information about our metering technology.
- Your Social Security Number (SSN)
  - We ask you to provide your SSN to verify your identity when opening an account with us. We will not deny service to Minnesota residents if you refuse to provide a social security number to us.
  - As a Minnesota resident, you are not required to provide your SSN to us unless we need it to report to state and federal tax agencies.

– We will only keep your full SSN for about 60 days. After 60 days or upon your request, we delete all but the last four digits of your SSN. We continue to use the last four digits to verify your identity on an ongoing basis, such as when you contact us or want to take action on your account. Note that any information stored on backup information systems, including SSNs, cannot be removed upon request. This information is deleted on a set schedule in the ordinary course of business.

If you visit our websites or social media pages, we may collect additional information (such as IP address) by automated means. For more information on our Privacy Policy, please refer to **xcelenergy.com/Privacy**.

You can access your energy usage data and billing information by using My Account at **xcelenergy.com** at no additional charge.

If you are already a My Account user, click on My Usage when you log in. You can sign up for My Account at **xcelenergy.com**.

How we use the information we collect

We will only use the information we obtain about you to manage your account and the billing process for the energy products and services we provide to you. We also use it to communicate with you, respond to your questions, provide customer support, improve our service and product offerings, protect against fraud and other risks, and comply with legal requirements. We may also supplement the information we have about you with additional data we obtain from third parties to perform analytics (such as market research and trend analysis), which are intended to make our communications and the products and services we offer to you more relevant.

Information disclosures

Xcel Energy recognizes your expectation of privacy for your personal information and Energy Usage Data. We do not sell this information and will not pass it on to third parties except as described in our Privacy Policy, which is available at **xcelenergy.com/Privacy** (or scroll to the bottom of the page and click on Privacy Policy). This means that we will only disclose your information when permitted to or required by law or regulations, where it is necessary to provide you with service or operate our business (for example, to our billing vendors), or with your consent.

We may use your Energy Usage Data to create aggregated energy usage data reports, such as for reporting to government agencies and local government bodies. These reports help to explain general energy consumption and benchmark conservation or environmental programs. We maintain an individual's anonymity when generating aggregated data reports, including those designed to prevent the re-identification of the information. We do not identify an individual customer's Energy Usage Data, or a specific customer or premise address associated with the reported energy usage in these reports.

You can choose to share certain information with third parties, including your Energy Usage Data, if you authorize this by submitting a specific consent form. Information on how to provide authorization and a model form are available at **xcelenergy.com/Privacy** (select the Customer Data Access page). Make sure Minnesota is selected in the drop-down menu in the bottom-right corner of the page.

Before you give permission to pass your information on to a third party, you should consider how the third party wants to use the information they are asking for. For example, depending on the type of metering equipment installed at your home or business, it may be possible to get insight into your daily activities through analysis of your Energy Usage Data.

Declining a third party request for the release of your information will not affect the provision of any service you receive from Xcel Energy. You may at any time end or limit any consent you provided that gives permission to a third party to access or use your information by sending a request to us at: **datarequest@xcelenergy.com** or P.O. Box 8, Eau Claire, WI 54702.

How we protect your information

We maintain administrative, technical and physical safeguards designed to protect the privacy and security of the information we maintain about you. Among other protections, these safeguards are designed to restrict access to your information to those Xcel Energy employees, other personnel, and contracted agents, that need access for an identified business purpose.

Please note that no electronic transmission of information can be entirely secure. We cannot guarantee that the security measures we have in place to safeguard information will never fail, or that those measures will always be adequate or effective.

If we experience a significant data breach that involves your personal information, we will notify you, as required by law.