

In the event that we experience a significant data breach involving your personal information, we will notify you in accordance with our obligations under applicable legal requirements.



Access and correction

You may request to confirm the information we maintain about you in the ordinary course of business, and request us to update, delete, or correct inaccuracies in that information, free of charge via our My Account site or by contacting us at: inquire@xcelenergy.com or **800.895.4999**. In some cases we may deny your request for access to information we maintain about you, or your request to update, delete, or correct inaccuracies in that information. If we deny your request for access to information we maintain about you, we will notify you of our reason for the denial. If you disagree with our determination and we are unable to resolve it within 45 days, you may contact the Minnesota Public Utilities Commission at **651.296.0406** or toll-free at **800.657.3782**.

More information

If you would like more information regarding 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** or send an email to inquire@xcelenergy.com.

To review our Privacy Policy in its entirety, visit xcelenergy.com. Please be aware of scams targeting people across the states we serve. Visit xcelenergy.com/scams for more information about how you can avoid scams.

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 material changes to our privacy practices.

Information we collect

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

- Contact information
- Demographic data
- Details about your home and its energy-related equipment
- User name or ID and password for an account you may establish on our websites
- Your payment history and details, such as financial account information and billing address
- Energy Usage Data specific to your account
 - 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. Our website, xcelenergy.com, provides more information about our metering technology (select Billing & Payment>Understanding Your Bill>Meter Information).



- Your Social Security Number

- We ask you to provide your SSN to verify your identity when establishing an account with us. We will only keep the full SSN for about 60 days. After 60 days or upon your request, we purge all but the last four digits of the SSN, which we continue to use to help us validate your identity on an ongoing basis, such as when you contact us or want to take action on your account. Note that any information maintained on backup media, including SSNs, cannot be purged upon request. This information is purged on a set schedule in the ordinary course of business.
- 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 not deny service to Minnesota residents based on a refusal to provide a SSN to us.

If you visit our websites or social media pages, we may collect additional information (such as IP address) by automated means (such as cookies). Please refer to our Privacy Policy, available at [xcelenergy.com](https://www.xcelenergy.com), for more information.

You can access and share standard customer data reports for free. Your billing information can be obtained by using My Account at [xcelenergy.com](https://www.xcelenergy.com) at no additional charge, including downloading your Energy Usage Data using the Green Button. 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](https://www.xcelenergy.com).

How we use the information we collect

We will only use the information we obtain about you for the purposes for which the information was collected. The information we collect about you is used 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 comply with legal requirements.

Information disclosures

Xcel Energy recognizes your expectation of privacy for your personal information and Energy Usage Data. We will not sell this information and will not disclose it to third parties except as described in our Privacy Policy, which is available at [xcelenergy.com/Privacy](https://www.xcelenergy.com/Privacy). This means that we will only disclose your information in limited circumstances, such as when permitted or required by law or applicable regulations, where necessary to provide you with service or operate our business (for example, to our vendors), or with your explicit consent.

We may use your Energy Usage Data to create aggregated Energy Usage Data reports for reporting to government agencies and local government bodies. These reports help such entities better understand general energy consumption and benchmark conservation or environmental programs. We take deliberate steps to 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 the disclosure and submit a specific consent form. Information on how to provide authorization and a model form are available at [xcelenergy.com](https://www.xcelenergy.com) (select Billing & Payment>Customer Data Access). Make sure Minnesota is selected in the drop-down menu at the top of the page.

Before you authorize the disclosure of your information to a third party, you should consider the third party's proposed scope, purpose, and use of the information they are requesting. For example, depending on the type of metering equipment and supporting infrastructure, it may be possible to obtain insight into activities within your home or business 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 terminate or limit any consent you previously provided that authorizes 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 sufficient or effective.