

## IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	800-895-4999	7 a.m.–7 p.m., Mon.–Fri. 9 a.m.–5 p.m., Sat.
Business Solutions Center:*	800-481-4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

## IMPORTANT ADDRESSES

### General Inquiries\*

Xcel Energy  
PO Box 8  
Eau Claire, WI 54702-0008  
xcelenergy.com

### Payments

Xcel Energy  
PO Box 9477  
Minneapolis, MN 55484-9477

Please include stub  
for faster processing.

**\*Register any inquiry or complaint at the above address or phone number.**

## GENERAL INFORMATION

### Bill Payment

You may mail your payment to us in the return envelope provided, pay at any of our authorized pay stations or sign up for our Auto Pay Plan. Please call our Customer Contact Center at 800-895-4999 for details.

### Bill Responsibility

It is important that you check the name on the front of the bill. If the name is not that of the person or business responsible for payment, contact our Customer Contact Center at 800-895-4999.

### Conservation Information

Energy conservation information and assistance is available for evaluating energy consumption. Your usage and Degree Day information for the previous 12 months are available upon request. Company representatives are also available to help answer your questions about home energy use. Please call our Customer Contact Center at 800-895-4999 for assistance.

### Electronic Check Conversion

When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

### Environmental Information

Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800-895-4999 or online at [xcelenergy.com](http://xcelenergy.com). You can also contact the Public Service Commission of Wisconsin at <http://psc.wi.gov> or the Wisconsin Department of Natural Resources at <http://dnr.wi.gov>.

### Estimated Bills

Bad weather, lack of access to meters, emergencies or other unusual circumstances, sometimes prevent us from obtaining an actual reading. In these cases, your usage is estimated based on your previous usage, weather data and the length of the billing period. Whenever this happens, that bill is marked "Estimate." The next actual reading will adjust for any high or low estimated billings. Once we read your meter, you pay only for the actual energy used.

### Governing Regulatory Agencies

As a public utility, our rates and rules under which we operate are regulated by the Public Service Commission of Wisconsin and are available for mediation. You may contact the Commission at: PSCW, 610 N. Whitney Way, P. O. Box 7854, Madison, WI 53707-7854 – 800-225-7729 – <http://psc.wi.gov/>.

### Important Customer Information

The lower portion of this bill contains the itemization of your billing. If you have a question or complaint about this bill, please call our Customer Contact Center at 800-895-4999 prior to the due date shown on your bill. Rate schedules, explanation of rate schedules, an explanation of how to calculate the accuracy of the bill, and an explanation of the fuel cost adjustment (if any) are available and will be mailed upon request.

### Late Payment Charge

A one percent (1%) per month late payment charge will be applied to outstanding charges unpaid 20 days after the date of billing.

**Further information is available to customers upon request.**

## ABOUT YOUR ELECTRIC RATES

### Customer Charge

A monthly charge for costs we incur which do not change with the amount of energy you use or the amount of demand you impose on the system. Included are costs such as meter reading, billing, and costs associated with connecting to the electric distribution systems.

### Delivery Charge

Charge per kWh that covers the delivery costs of electricity to a home or business through our distribution system. It does not include the charges for the electricity itself.

### Demand Charge

Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system.

### Energy Charge

This charge is the amount you pay per kilowatt hour (kWh) of electricity usage and includes the cost to generate the electricity you use, and costs to own, operate and maintain power plants.

### Energy Cost Adjustment

An adjustment to your bill based on the fluctuating cost of fuel for electrical power generation that are above or below the base amount included in the energy charge for the current year.

### Fuel Surcharge (Credit/Charge)

An adjustment to your bill based on the fluctuating cost of fuel for electrical power generation that are above or below the base amount included in the energy charge for the prior year.

### kVArh

This means kilovar hour. A kilovar hour is a measure of the lagging reactive load used for calculating the power factor of some large industrial customers.

### kW

This means kilowatt. A kilowatt is a measure of electrical demand equal to 1,000 watts.

### kWh

This means kilowatt-hour. It is a method to measure the amount of electricity you use. One kW equals 1,000 watts of electricity you use. One kWh equals 1,000 watts of electricity used for one hour. One kWh would light a 100 watt light bulb for 10 hours.

### Renewable\*Connect

Renewable\*Connect is an optional program where you choose how much energy from renewable resources you would like to support. You can choose a fixed number of Renewable\*Connect blocks (100 kWh each) or choose a 100% option.

### State Low-Income Assistance Fee

A monthly charge required by the State of Wisconsin to fund public benefit programs including energy conservation, weatherization and low-income energy assistance programs. This charge is not an Xcel Energy charge.

## ABOUT YOUR NATURAL GAS RATES

### Ccf

100 cubic feet – a volume measurement of natural gas use.

### Customer Charge

A monthly charge for costs we incur which do not change with the amount of energy you use or the amount of demand you impose on the system. Included are costs such as meter reading, billing, and costs associated with connecting to the gas distribution systems.

### Distribution Charge

Charge per therm that covers the delivery costs of natural gas to a home or business through our distribution system. It does not include the charge for natural gas itself.

### Gas Supply Charge

This charge covers the cost of gas commodity, as well as the costs Xcel Energy pays to the interstate pipelines to deliver the gas to its system. The gas supply charge is billed on a per therm rate and the total charge varies with usage. Xcel Energy does not make any money on gas supply charges. This charge is adjusted each month.

### Heat Content Adjustment

Corrects for variances in the heating capability of natural gas and may vary monthly. The higher the heat content the lower the volume of natural gas needed to provide the same heating capability.

### Pressure Correction Adjustment

Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

### Therm

A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs).

## PAYMENT OPTIONS Learn more at [xcelenergy.com/Payment](http://xcelenergy.com/Payment)

**Standard Payment Options:** (No fees apply)

- **My Account/eBill/Mobile App** – View/pay your bill electronically, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- **Bank View and Pay** – View and pay your bills online through a third-party vendor.

**Other Payment Options** (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-660-1365. A processing fee may apply for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at [xcelenergy.com/MyAccount](http://xcelenergy.com/MyAccount)