

# ELECTRIC RATE SAVINGS

## CONTROL PERIOD SCRIPT PEAK-CONTROLLED TIER 1

CONTROL PERIOD SCRIPT GUIDELINES  
MINNESOTA | NORTH DAKOTA



We offer the peak-controlled tier 1 rate through our Electric Rate Savings program.

Minnesota and North Dakota **peak-controlled tier 1** rate customers will receive a message via work phone, home phone, cell phone, email or text message when we request a control period.

### Control day notification system message:

Today is \_\_\_\_\_ (date). At the end of this message, we will request that you acknowledge this message. Xcel Energy is requesting that all peak-controlled tier 1 customers control their electric load to their contracted level beginning at \_\_\_\_\_ (time: a.m./p.m.) and continuing until \_\_\_\_\_ (time: a.m./p.m. Central Daylight Time).

If you have questions regarding this control period, please call 800-672-4303 or your local Xcel Energy representative.

Once again, the peak-controlled tier 1 control period begins at \_\_\_\_\_ (time: a.m./p.m.) and continues until \_\_\_\_\_ (time: a.m./p.m. Central Daylight Time).

This is important. To confirm receipt of this message, please press 1. To replay this message, please press 2.

Thank you for your cooperation. Goodbye.

### Hotline messages:

**We will notify you if a control-day has been called. You can obtain control day updates by calling our Hotline: 800-672-4303.**

### There are four types of messages:

#### 1. No Control Day:

Thank you for calling Xcel Energy's control-period update line for the \_\_\_\_\_ (date) electric system report.

As of \_\_\_\_\_ (time: a.m./p.m.) today, the electric system looks good. We do not forecast a control period. Thank you for your cooperation.

#### 2. Control Day Pending:

As of \_\_\_\_\_ (time: a.m./p.m.) today, we forecast system demand that could require you to control your electric load to your contracted level. You might receive notification of this control period. Please be prepared. This message will be updated as conditions change. Thank you for your cooperation.

#### 3. Control Day Called:

As of \_\_\_\_\_ (time: a.m./p.m.) today, we forecast system demands that will require you to control your electric load to your contracted level from \_\_\_\_\_ (time: a.m./p.m.) to \_\_\_\_\_ (time: a.m./p.m. Central Daylight Time). Thank you for your cooperation.

#### 4. 4 p.m. Update:

This is the 4 p.m. update. If there is a control period in effect, the current 800 message will be repeated.

The forecast for tomorrow's \_\_\_\_\_ (date) electric system follows:

**Note: Message is updated ONLY as conditions change.**

See back for handy pre-event worksheet.

For up-to-date control period information  
call 800-672-4303

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The worksheet below is provided for your convenience in preparation for a control event. Taking a few minutes now to complete this can help you meet your contracted demand level when an event is called.

**When you receive notification of a Control Period:**

Predetermined Demand Level (PDL)  
= \_\_\_\_\_ Kilowatt (kW)

**Please notify**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

**Steps executed to reduce load**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

Note: Meter reading should show energy use as less than your PDL once all steps have been taken.  
Penalties will be assessed if PDL is exceeded.

Your Xcel Energy representative is:

Name \_\_\_\_\_

Office phone \_\_\_\_\_ Cell phone \_\_\_\_\_

