Electricity Customers (as of year-end 2019)

	Residential	Small Commercial & Industrial	Large Commercial & Industrial	Public Authority & Other	Wholesale	Total
Colorado	1,289,801	163,309	329	54,343	59	1,507,841
Michigan	7,591	1,319	2	46	0	8,958
Minnesota	1,164,052	134,045	503	7,430	15	1,306,045
New Mexico	97,378	24,412	107	1,755	4	123,656
North Dakota	81,321	12,823	24	415	0	94,583
South Dakota	83,920	11,982	26	487	0	96,415
Texas	214,152	53,296	150	4,571	3	272,172
Wisconsin	212,533	39,228	125	1,145	0	253,031
Total	**3,150,748**	**1, 440,414**	**1,266**	**70,192**	**81**	**3,662,701**

Natural Gas Customers (as of year-end 2019)

	Residential	Commercial & Industrial	Transportation & Other	Total
Colorado	1,316,376	101,202	8,317	1,425,895
Michigan	5,040	674	0	5,714
Minnesota	430,767	35,847	25	466,639
North Dakota	49,993	8,878	1	58,872
Wisconsin	98,347	12,622	40	111,009
Total	1,900,523	159,223	8,383	2,068,129

Workforce Totals by Job Classification and State (as of year-end 2019)

The following table includes all full-time, part-time and temporary employees of Xcel Energy, but excludes contractors and employees on leaves of absence. It breaks down our workforce by state and by main job categories. Bargaining employees are full-time, permanent employees covered under collective bargaining agreements. Non-bargaining employees consist of management and non-management employees based on the type of work they perform. Temporary employees are project-specific workers and include 597 craft workers, combined with our bargaining employees, make up the percent of our workforce represented by unions.
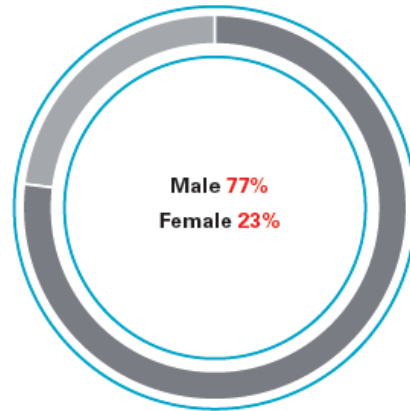
State	Bargaining	Non-Bargaining	Temporary	Total*	% Represented by Unions	Management	Non-Management
Colorado	1,813	1,886	61	3,760	48%	468	1,418
Georgia		1		1	0%		1
Michigan	15	5	0	20	75%	0	5
Minnesota	1,889	2,738	678	5,305	36%	771	1,967
New Mexico	133	85	0	218	61%	19	66
North Dakota	67	34	4	105	64%	9	25
South Dakota	64	21	6	91	70%	6	15
Texas	630	790	44	1,464	43%	163	627
Washington DC		6	0	6	0%	3	3
Wisconsin	368	528	30	926	40%	85	443
Total	**4,979**	**6,094**	**823**	**11,896**	**42%**	**1,524**	**4,569**

*This employee count is different from the 2019 Form 10-K report because the information includes temporary employees and reflects workforce changes that happened immediately prior to year-end 2020 that were not recorded or reconciled until early 2020.
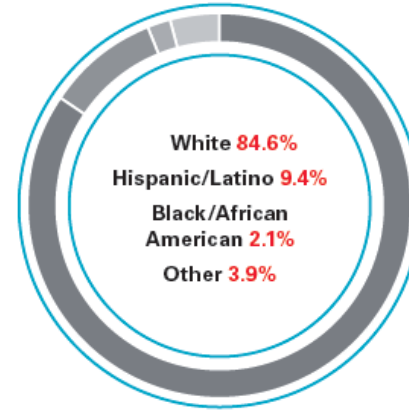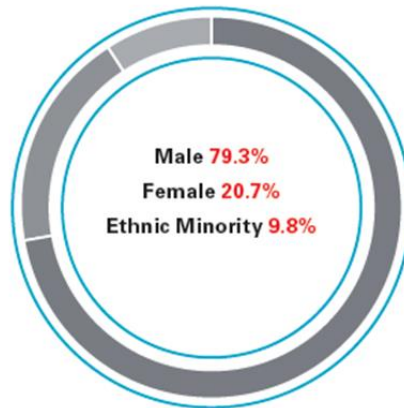
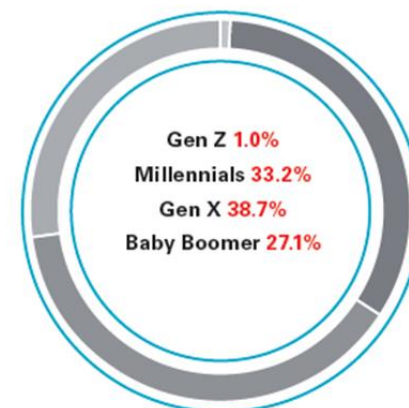# CORPORATE RESPONSIBILITY PERFORMANCE SUMMARY

Workforce by Gender

Male **77%**
Female **23%**

Workforce by Ethnicity

White **84.6%**
Hispanic/Latino **9.4%**
Black/African American **2.1%**
Other **3.9%**

Management by Gender and Ethnicity

Male **79.3%**
Female **20.7%**
Ethnic Minority **9.8%**

Workforce Distribution by Generational Group

Gen Z **1.0%**
Millennials **33.2%**
Gen X **38.7%**
Baby Boomer **27.1%**

2019 Employee Turnover

	Bargaining	Non-Bargaining
Colorado	7.3%	11.0%
Michigan, Wisconsin	3.7%	16.1%
Minnesota, North Dakota, South Dakota	5.3%	8.6%
New Mexico, Texas	9.2%	17.7%
Xcel Energy Services	n/a	12.6%
Company-wide	6.5%	11.3%

Projected Retirement Eligibility

	2024 (5-year)		2029 (10-year)	
	Bargaining	Non-Bargaining	Bargaining	Non-Bargaining
Colorado	25.36%	23.18%	36.80%	35.30%
Michigan, Wisconsin	29.02%	25.09%	45.38%	44.94%
Minnesota, North Dakota, South Dakota	33.67%	27.73%	47.71%	40.88%
New Mexico, Texas	13.87%	26.51%	23.95%	37.94%
Xcel Energy Services	n/a	23.56%	n/a	36.65%
Company-wide	27.23%	25.92%	39.89%	39.07%

*Please note that we do not expect all employees to retire once they become eligible

2019 Employee and Contractor Safety Results

OSHA Recordable Incident Rate
(Annual Number of Injuries per 100 Employees)

	EEI Top Quartile	Actual	Goal
2019	0.83	1.06	0.91
2018	0.99	0.96	0.91
2017	0.87	0.89	0.95
2016	0.92	1.02	0.92
2015	0.9	0.9	0.96
2014	0.99	1.0	1.17
2013	1.19	1.24	1.42
2012	1.24	1.47	1.55
2011	1.44	1.68	1.74
2010	1.29	1.9	1.99

Days Away, Restricted and Transferred Incident Rate

	EEI Top Quartile	Actual	Goal
2019	0.47	0.47	0.49
2018	0.47	0.50	0.50
2017	0.47	0.47	0.52
2016	0.48	0.57	N/A
2015	0.47	0.48	N/A
2014	0.63	0.51	N/A
2013	0.66	0.68	N/A
2012	0.55	0.83	N/A
2011	0.66	1.02	N/A
2010	0.58	1.07	N/A

Annual Safety Results by Operating Company

	OSHA Recordable Incident Rate	DART
Colorado	1.08	0.46
Minnesota, North Dakota, South Dakota	1.06	0.45
Michigan, Wisconsin	1.02	0.45
New Mexico, Texas	1.02	0.60

Near Miss
Frequency Rate*

2019	2.43
2018	1.75
2017	0.71
2016	0.55
2015	0.75
2014	0.47
2013	0.33

*Near miss reporting has increased in the past two years as we encourage employees to share their experiences to improve our safety culture.

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Contractor Safety Performance

	Hours Worked	# of OSHA Recordable Injuries	Total Case Incident Rate
2019	14,499,765	68	0.94
2018	10,682,219	45	0.84
2017	5,596,930	33	1.18
2016	5,356,638	62	2.31
2015	7,778,564	146	3.75
2014	4,280,767	65	3.04
2013	4,024,229	60	2.98
2012	6,903,078	129	3.74
2011	6,798,655	126	3.71

For comparison, the national average occupational incident rate for construction is 3.5.

Employee and Contractor Work Fatalities

	Employees	Contractors
2019	2	2
2018	0	0
2017	0	0
2016	0	0
2015	0	1
2014	0	0
2013	1	0
2012	0	0
2011	1	0
2010	0	0

2019 Community Investment

2019 Total Investment
$70.5 Million*

Energy assistance	$59 million
United Way	$4.7 million
Focus Area Grants	$4.2 million
Matching Gifts	$1.3
Volunteer Time	$0.8
Other Giving	$0.5

*Includes giving from the Xcel Energy Foundation, Xcel Energy and employees;
energy assistance includes regulated programs, as well as funding for low-income energy efficiency.

Xcel Energy Property Tax Payments (in Millions)

	2019
Colorado	$196.00
Kansas	$2.10
Michigan	$1.70
Minnesota	$204.00
New Mexico	$8.80
North Dakota	$5.50
Oklahoma	$0.60
South Dakota	$4.30
Texas	$34.40
Wisconsin	$0.10
Total	**$457.50**

Franchise Fees Collected and Paid

	2019
Colorado	$83,087,045
Minnesota	$86,015,402
North Dakota	$4,011,823
New Mexico	$ 3,716,383
Texas	$16,165,590
Total	**$192,996,243**

Local Supply Chain Spending

State	2019
Colorado	$1,257,732,916
Michigan	$72,907,306
Minnesota	$785,368,686
New Mexico	$38,983,439
North Dakota	$225,761,403
South Dakota	$2,325,379
Wisconsin	$252,920,051
Texas	$455,569,804
Total Local Spending	$3,091,568,984

Spending with Diverse Suppliers by State

State	2019
Colorado	$84,613,585
Michigan	$142,494
Minnesota	$84,796,162
New Mexico	$16,372,189
North Dakota	$88,057,960
South Dakota	$428,298
Wisconsin	$3,600,847
Texas	$50,117,423
Other	$157,495,055
Total	$485,624,013

2019 Energy Efficiency Results

State	Total Spending	Electric Conservation & Load Management		Gas Conservation	
		Electric Participants	Customer kWh	Gas Participants	Dth Saved
Colorado	$109,159,628	1,188,262	609,816,993	479,119	649,298
Michigan	$304,399	3,878	1,666,739	312	5,903
Minnesota	$106,790,206	1,620,306	529,930,609	563,964	584,761
New Mexico	$9,876,113	392,834	39,410,404	N/A	N/A
North Dakota	$278,794	287	2,934	1,197	16,936
South Dakota	$815,393	5,161	8,199,957	N/A	N/A
Texas	$3,850,714	224,517	23,327,577	N/A	N/A
Wisconsin	$2,303,019	8,483	70,871,769	2,666	64,354
Total	**$243,378,266**	**3,443,728**	**1,283,226,982**	**1,047,258**	**1,321,252**

Electric Transmission and Distribution Lines (as of year-end 2019; measured in conductor miles)

	Transmission Lines	Distribution Lines	Transmission and Distribution Lines by Voltage						
			500 kV	345 kV	230 kV	161 kV	138 kV	115 kV	<115 kV
Minnesota, North Dakota, South Dakota	33,528	80,186	2,917	13,133	2,203	673	0	8,045	86,743
Michigan, Wisconsin	12,285	27,504	0	3,337	0	1,821	0	1,815	32,816
Colorado	24,008	78,023	0	5,036	12,108	0	92	5,055	79,740
New Mexico, Texas	38,418	21,810	0	9,566	9,784	0	0	14,662	26,216
Xcel Energy Total	**108,238**	**207,524**	**2,917**	**31,072**	**24,095**	**2,494**	**92**	**29,577**	**225,515**

Natural Gas Pipelines (as of year-end 2019; measured in miles)

	Transmission	Distribution
Minnesota, North Dakota	86	10,518
Michigan, Wisconsin	3	2,473
Colorado	2,057	22,633
Texas, New Mexico	20	0
WestGas Interstate (WGI)*	11	0
Xcel Energy Total	**2,177**	**35,624**

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<u>2019 Xcel Energy Reliability Results</u>

Xcel Energy uses SAIDI as its leading indicator for reliability because it is the most comprehensive, single indicator of the customer experience and is relatively easy to understand. The SAIDI value equals SAIFI (outage frequency) multiplied by CAIDI (outage duration). We find that CAIDI is useful to use when analyzing reliability of defined segments of our electric distribution system, but it is frequently misunderstood when used as an indicator at the system level. An increase or decrease of the CAIDI value at the system level does not necessarily indicate a worsening or improving of service reliability. For example, if a utility has only a single interruption to one customer in a year, the duration of that one interruption would be the CAIDI value. That one service interruption experienced by a single customer is not worse than in another year where the overall CAIDI value may be lower, but some customers experienced many longer service interruptions.

	SAIDI	SAIFI	CAIDI
Colorado	92.7	0.87	106
Michigan, Wisconsin	112.4	0.86	130
Minnesota, North Dakota, South Dakota	78.4	0.71	111
New Mexico, Texas	121.0	1.10	110
Xcel Energy	91.1	0.83	110

2019 Owned and Purchased Generation that Serves Customers
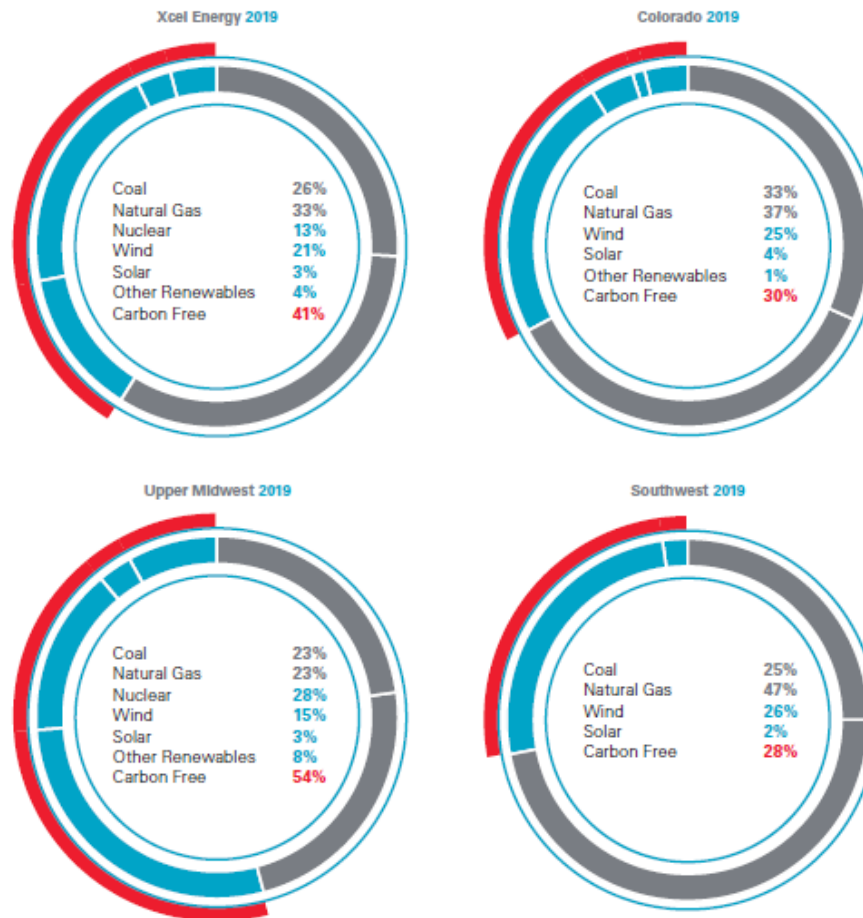(in MWh, excluding off-system sales)

	Owned	Purchased	Trade Margin Sales	Total
Colorado	24,438,867	11,102,862	607,510	34,934,219
Southwest	14,578,760	13,421,717	4,451,276	23,549,201
Upper Midwest	38,033,360	12,508,305	9,209,875	41,331,790
Xcel Energy	**77,050,987**	**37,032,884**	**14,268,661**	**99,815,210**

2019 Electricity Supply by Energy Source

The following charts provide a breakdown by energy source of the electricity on our system in 2019. We have included energy that Xcel Energy plants generated, energy that we purchased, and energy that we supplied or made possible for customers under Xcel Energy renewable choice programs, including Renewable*Connect®, Windsource®, Solar*Rewards®, Solar*Rewards Community® and Solar*Connect Community®. We count nuclear and renewable energy sources as carbon free. Find a listing of Xcel Energy's owned power plants by energy source and their capacities in our Form 10K.

Xcel Energy 2019

Coal	26%
Natural Gas	33%
Nuclear	13%
Wind	21%
Solar	3%
Other Renewables	4%
Carbon Free	41%

Colorado 2019

Coal	33%
Natural Gas	37%
Wind	25%
Solar	4%
Other Renewables	1%
Carbon Free	30%

Upper Midwest 2019

Coal	23%
Natural Gas	23%
Nuclear	28%
Wind	15%
Solar	3%
Other Renewables	8%
Carbon Free	54%

Southwest 2019

Coal	25%
Natural Gas	47%
Wind	26%
Solar	2%
Carbon Free	28%

Xcel Energy Renewable Energy Portfolio (owned and purchased nameplate capacity as of year-end 2019)

	Wind	Utility-Scale Solar	Hydro	Biomass	Total
Colorado	3,165	305	62	4	3,536
Southwest	2,045	191	0	0	2,236
Upper Midwest	2,780	266	305	195	3,546
Total	**7,990**	**762**	**367**	**199**	**9,318**

* Excludes community solar gardens and rooftop solar, which totaled 1,300 megawatts-DC at the end of 2019, including net metered and Made in Minnesota systems installed outside of our Solar*Rewards® program.

2019 Renewable Energy Credits (RECs) Sold and Delivered
(Jan 01, 2019 - Dec 31, 2019)

	2017	2018	2019	Total
Colorado	—	1,072,291	1,503,657	2,575,948
Southwest	—	500,000		500,000
Upper Midwest	100,000	491,087		591,087
Total	**100,000**	**2,063,378**	**1,503,657**	**3,667,035**

Carbon Dioxide from Electricity Serving Customers (Owned and Purchased Generation)
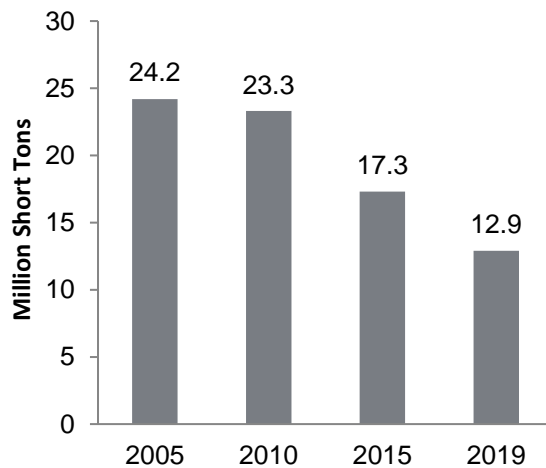
Xcel Energy Carbon Dioxide
44% Reduction Since 2005
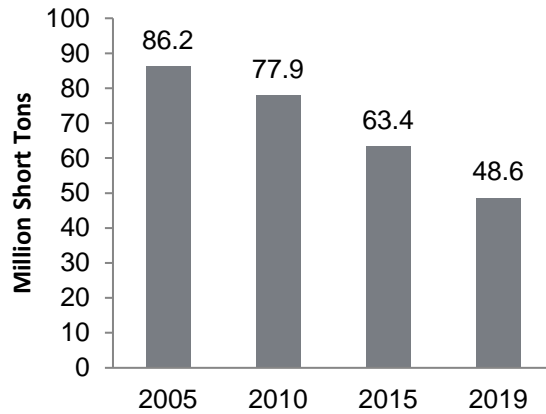
Xcel Energy	2005	2010	2015	2019
Carbon Dioxide lbs/MWh	1,572	1,413	1,237	965

Colorado Carbon Dioxide
42% Reduction Since 2005
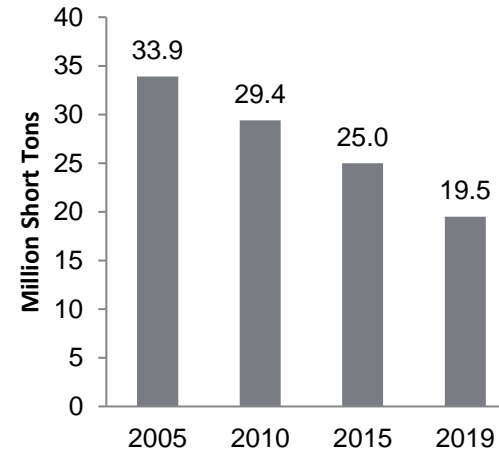
Colorado	2005	2010	2015	2019
Carbon Dioxide lbs/MWh	1,849	1,667	1,459	1,117

Southwest Carbon Dioxide
47% Reduction Since 2005

Southwest	2005	2010	2015	2018
Carbon Dioxide lbs/MWh	1,694	1,559	1,374	1,093

Upper Midwest Carbon Dioxide
42% Reduction Since 2005
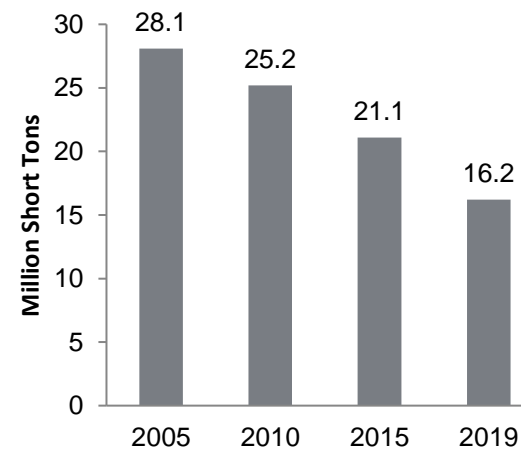
Upper Midwest	2005	2010	2015	2018
Carbon Dioxide lbs/MWh	1,284	1,122	983	786

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Xcel Energy's carbon emissions reporting is based on The Climate Registry and its Electric Power Sector Protocol, which aligns with the World Resources Institute and ISO 14000 series standards. For 14 consecutive years, our carbon reporting has been third-party verified, registered and publicly disclosed through The Climate Registry, which has recognized our reporting with its top, Allstar, status for excellence. We report carbon emissions from electric generating plants that we own and from electricity that we purchase from others to serve customers, including both our retail and wholesale requirements customers. During times when we have more electricity than we need to serve these customers, we sell electricity into wholesale markets where it is purchased by others to serve their customers. The carbon emissions from these sales of excess electricity are excluded from our goal and associated carbon reporting because the energy does not serve our customers, and the purchasers — if they follow accepted greenhouse gas reporting protocols — will include those emissions in their reporting, so excluding them from our reporting avoids double counting. Our 2018 emissions are third-party verified, and 2019 emission levels provided in this report are preliminary. Once we complete third-party verification by the end of 2020, there may be minor changes in the final reported emissions for 2019.

Basic Carbon Emissions Intensity from (CO_2 lbs/kWh)

	2018	2019
Colorado	1.199	1.117
Southwest	1.186	1.093
Upper Midwest	0.856	0.786

Scope 2 Market-based Carbon Emissions Intensity

	2018		2019	
	(mt/MWh)	(lbs/MWh)	(mt/MWh)	(lbs/MWh)
Colorado	0.549	1,211	0.514	1,133
Southwest	0.538	1,187	0.507	1,118
Upper Midwest	0.366	807	0.356	785

Residual Mix Carbon Emissions Intensity

	2018		2019	
	(mt/MWh)	(lbs/MWh)	(mt/MWh)	(lbs/MWh)
Colorado	0.593	1,306	0.552	1,217
Southwest	0.538	1,186	0.518	1,142
Upper Midwest	0.372	821	0.359	791

Assertion Statement (CO2e metric tons)

Year	Label	Scope	Equity Share	Operational Control
2019	Biogenic Emissions	1	633,945	633,945
2019	Direct Emissions	1	44,055,941	48,061,949
2019	Indirect Location Based Emissions	2	607,644	607,644
2019	Indirect Market Based Biogenic Emissions	2	6,969	6,969
2019	Indirect Market Based Emissions	2	177,505	177,505
2019	Optional Emissions – Fuel Transport and Energy Related Activities (Purchased Power for Resale)	3	7,112,141	7,158,432
2019	Optional Emissions – Business Travel	3	4,273	4,273
2019	Optional Emissions – Employee Commuting	3	6,502	6,502

Methane Reporting

	2016	2017	2018	2019
CO2e fugitive methane (MT)	248,149	243,472	190,249	240,264
Natural gas throughput (thousand SCF)	320,725,907	342,337,284	338,256,744	398,546,539
CO2e fugitive methane emissions rate (MT/thousand SCF)	0.00077	0.00071	0.00056	0.00060

CORPORATE RESPONSIBILITY PERFORMANCE SUMMARY

May 2020

Sulfur Dioxide from Electricity Serving Customers (Owned Generation)

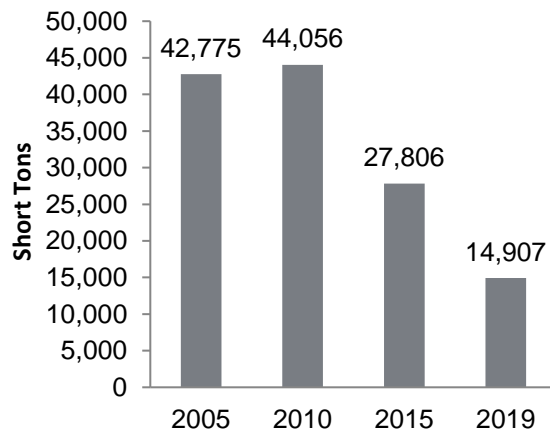## Xcel Energy Sulfur Dioxide
82% Reduction Since 2005
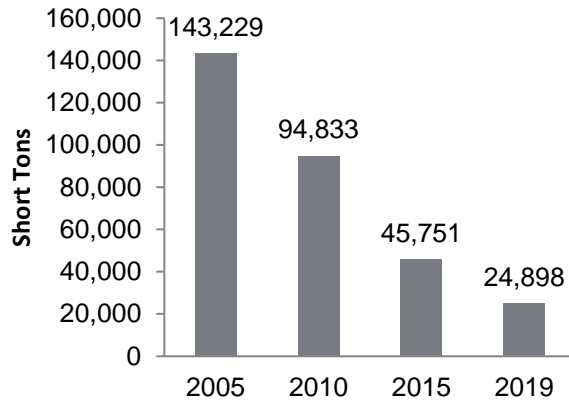
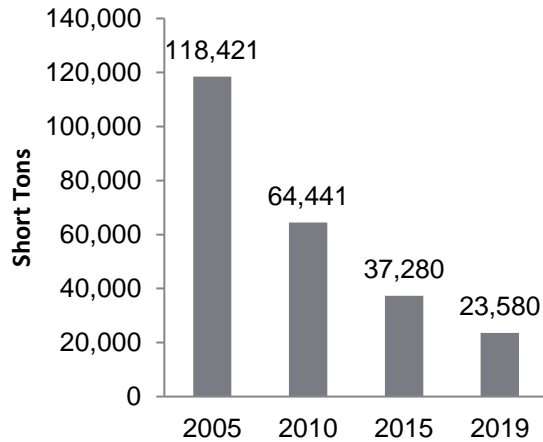| Xcel Energy	2005	2010	2015	2018
Sulfur Dioxide lbs/MWh	3.7	2.5	1.3	0.65

Colorado Sulfur Dioxide
87% Reduction Since 2005
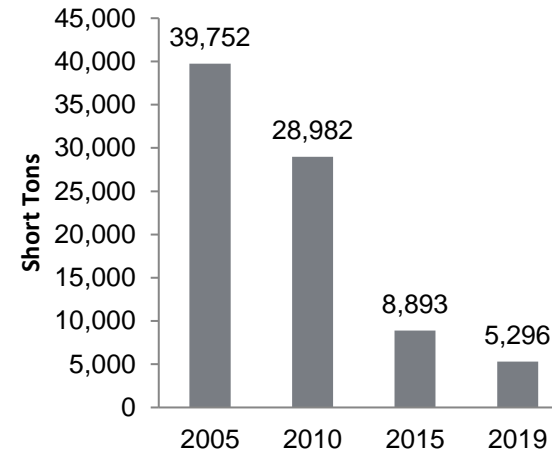
Colorado	2005	2010	2015	2019
Sulfur Dioxide lbs/MWh	3.6	2.4	0.8	0.4

Southwest Sulfur Dioxide
65% Reduction Since 2005

Southwest	2005	2010	2015	2019
Sulfur Dioxide lbs/MWh	3.9	4.6	3.8	2.0

Upper Midwest Sulfur Dioxide
92% Reduction Since 2005
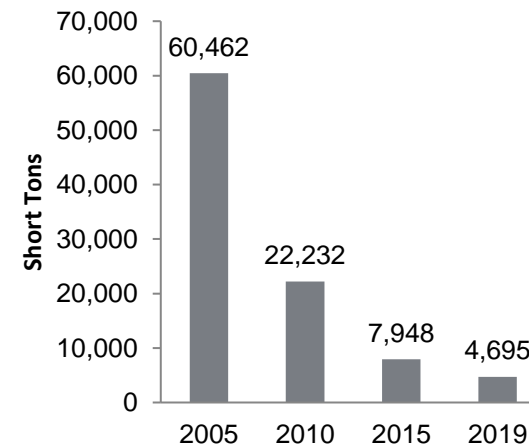
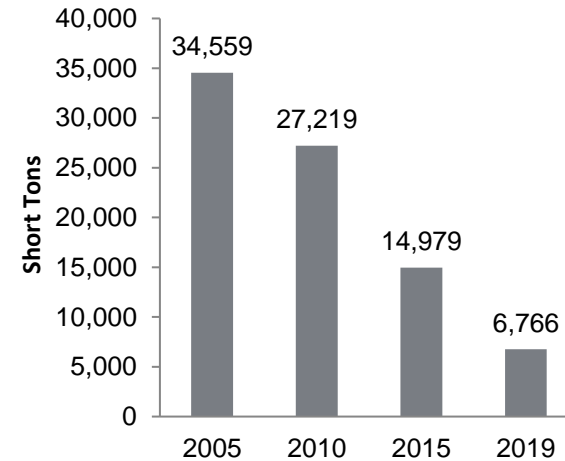| Upper Midwest	2005	2010	2015	2019
Sulfur Dioxide lbs/MWh	3.7	1.4	0.5	0.2

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Nitrogen Oxide from Electricity Serving Customers (Owned Generation)

Xcel Energy Nitrogen Oxide
80% Reduction Since 2005

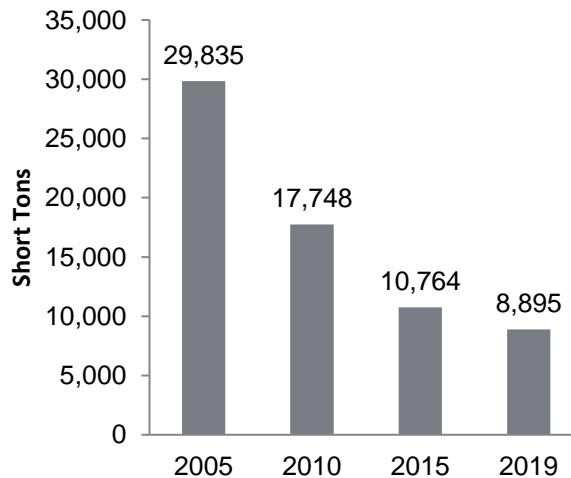| Xcel Energy	2005	2010	2015	2019
Nitrogen Oxide lbs/MWh	3.1	1.7	1.1	0.61

Colorado Nitrogen Oxide
80% Reduction Since 2005

Colorado	2005	2010	2015	2019
Nitrogen Oxide lbs/MWh	3.1	2.3	1.3	0.6

Southwest Nitrogen Oxide
70% Reduction Since 2005

Southwest	2005	2010	2015	2019
Nitrogen Oxide lbs/MWh	2.7	1.9	1.5	1.2

Upper Midwest Nitrogen Oxide
85% Reduction Since 2005
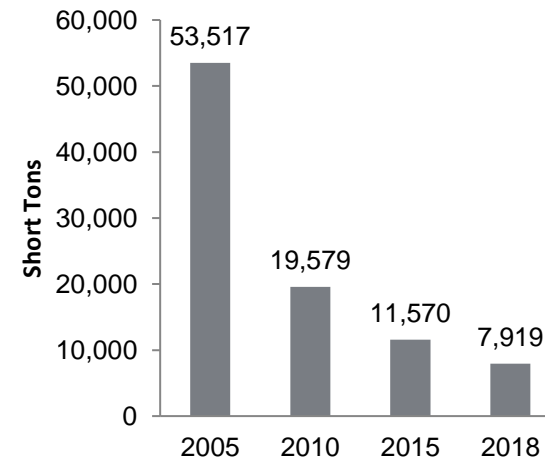
| Upper Midwest	2005	2010	2015	2019
Nitrogen Oxide lbs/MWh	3.2	1.2	0.7	0.4

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CORPORATE RESPONSIBILITY PERFORMANCE SUMMARY

Mercury from Electricity Serving Customers (Owned Generation)

Xcel Energy Mercury
92% Reduction Since 2005

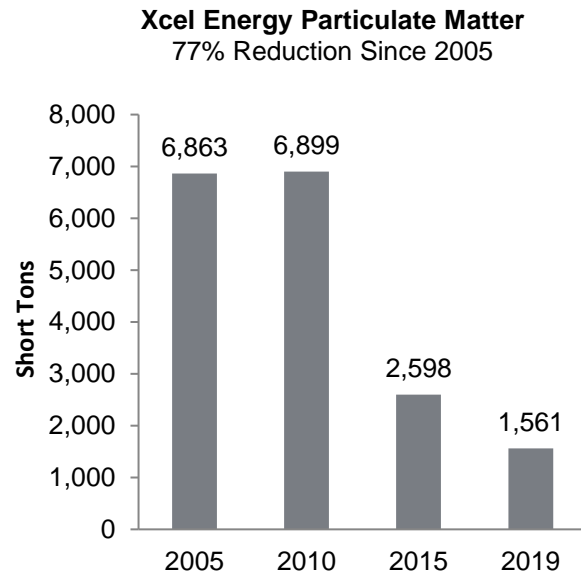| Year	Pounds
2005	2,556
2010	1,510
2015	343
2019	207
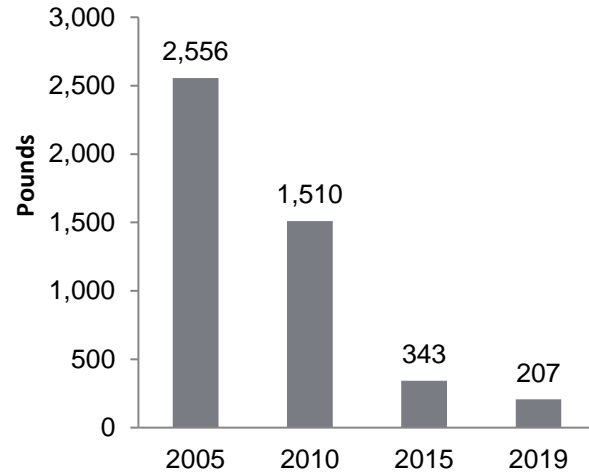
Lead from Electricity Serving Customers (Owned Generation)

Xcel Energy Lead
80% Reduction Since 2005

Year	Pounds
2005	1,717
2010	1,196
2015	777
2019	333

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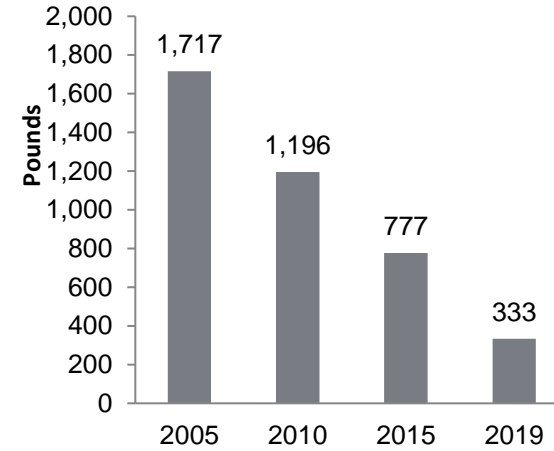
Particulate Matter from Electricity Serving Customers (Owned Generation

Xcel Energy Particulate Matter
77% Reduction Since 2005

Find water reporting in the Managing Water Use brief and waste reporting in the Preventing and Managing Waste brief, including information on how we manage coal ash.