

Low-income energy program

Energy assistance is available to qualified customers receiving funds from the Low-Income Home Energy Assistance Program. Seniors, 62 years old and/or disabled customers are eligible for a \$15 discount in each 30-day billing period. Bill payment assistance that considers energy usage and household income is available for qualifying low income customers that agree to affordable monthly bill payments. For more information, call us at **800-895-4999**.

Minimum charge

Your monthly minimum bill will always include the Basic Service Charge or any applicable customer charge even if energy use for the month is zero.

Optional services

You may sign up for any of the optional electric services shown. Please call us at **800-895-4999** for more information and to help determine which service and rate are best for your electric needs. Complete rate schedules and terms and conditions for standard and other optional rate services are available by calling us at **800-895-4999**.

Fuel Cost Charge (FCC)

The Fuel Cost Charge recovers the cost of fuel used to produce electricity and energy purchased on the wholesale electricity market. This charge differs slightly by customer class based on class energy use patterns and is updated monthly for current costs.

Resource adjustment

The Resource Adjustment line item includes the Conservation Improvement Program (CIP), Renewable Development Fund (RDF), Transmission Cost Recovery (TCR), State Energy Policy (SEP), Renewable Energy Standard (RES) and Mercury Cost Recovery (MCR) charges. The Minnesota Public Utilities Commission reviews these annually.

Sales True-Up

A credit or surcharge that separates revenues from changes in sales.

Affordability Surcharge

The electric Affordability Surcharge recovers the cost of energy assistance provided through our electric energy low-income program.

Late payment charge

Past due amounts over \$10 are subject to a 1.5% late payment charge or \$1, whichever is greater.

Returned check charge

Xcel Energy charges \$15 for any payment by check or draft dishonored or returned by a financial institution.

City fees

Xcel Energy collects fees or additional charges as a requirement of our franchise or other agreement with the following communities: Afton, Albertville, Baker, Bayport, Big Lake, Bloomington, Brooklyn Center, Brooklyn Park, Burnsville, Centerville, Champlin, Chanhassen, Chisago City, Circle Pines, Clara City, Clements, Coon Rapids, Cottage Grove, Dayton, Deephaven, Dilworth, Eagan, Eagle Lake, Eden Prairie, Edina, Excelsior, Falcon Heights, Faribault, Forest Lake, Glyndon, Golden Valley, Goodview, Grant, Hayfield, Henderson, Hopkins, Inver Grove Heights, Landfall Village, Lexington, Lindstrom, Little Canada, Long Lake, Madison Lake, Mahtomedi, Mankato, Mantorville, Maplewood, Minneapolis, Minnetonka, Monticello, Montrose, Mound, Mounds View, New Brighton, New Hope, New Richland, Newport, North Branch, North Mankato, Northfield, Oakdale, Osseo, Otsego, Owatonna, Plymouth, Prior Lake, Richfield, Richmond, Robbinsdale, Rogers, Sartell, Sauk Rapids, Shakopee, Shoreview, Shorewood, South St. Paul, Spicer, Spring Lake Park, St. Cloud, St. Joseph, St. Louis Park, St. Michael, St. Paul, St. Paul Park, Stillwater, Tracy, Vadnais Heights, Victoria, Wabasha, Waite Park, Watertown, Wayzata, West St. Paul, White Bear Lake, Winona, Winsted, Woodbury, and Wyoming.

Sales tax

The charges for electric service, resource adjustment and city fees are subject to city and state sales taxes, where applicable. If you use electricity as the main source of heating your home, it will not be subject to sales tax during the winter season (November through April) in accordance with the state heating fuels law.

Service processing, reconnection and relock charges:

- \$7 charge for processing service changes
- Xcel Energy charges a fee to reconnect service after disconnection due to non-payment.
 - Effective April 1, 2023:
 - Customers with a standard AMI meter: \$13.50
 - Customers opting for Manual Meter Reading Service: \$50
 - Effective January 1, 2025:
 - Customers with a standard AMI meter: \$13.50
 - Customers opting for Manual Meter Reading Service: \$95
- \$95 relock charge to resume service after unauthorized reconnection

If Xcel Energy also furnishes your gas service and you ask us to establish or reestablish both services at the same time, you pay a single charge.

Other information

This brochure does not include all prices, rules or regulations. Complete rate schedules and terms and conditions for these and other optional rate services are available by calling us at **800-895-4999**.

How to reach us

Minnesota gas and electric customers

24-Hour Emergency

Electric Emergency/Power Outage	800-895-1999
Gas Emergency/Gas Odor.....	800-895-2999

Residential Home Service

Customer Service and Billing	800-895-4999
TDD/TTY Support	800-895-4949

Business Service

Customer Service and Billing	800-481-4700
Builders Call Line	800-628-2121

Other

Xcel Energy, Employees and Departments	800-328-8226
Call Before You Dig/Gopher State One Call	811

Website.....xcelenergy.com

For more information

Complete rate schedules can be obtained by visiting our website at xcelenergy.com/Rates. If you have further questions, please contact Xcel Energy at **800-895-4999**.

Monitor your account and manage your bills online

The My Account site offers you many options to view and pay your energy bill. It's also a single stop for your energy management needs. Best of all, it's accessible anytime, anywhere from any device. Visit xcelenergy.com/MyAccount and register.



Welcome to Xcel Energy

We're your energy partner and want to help you understand more about the electric services we offer and the rates you see on your energy bill. We know energy rates can be complicated so we developed this brochure to simplify rate information and explain your service options. Please call us at **800-895-4999** for current prices or bill information. For a description of terms on your bill, visit our website at **xcelenergy.com**, select Minnesota from the dropdown menu at the right of page, then **Billing & Payment** and **Understanding Your Bill**.

Residential electric services and rates

The electricity you use is measured in kilowatt-hours (kWh), recorded by your electric meter and shown on your bill each month under Meter Reading Information. Your kWh use, kWh charge and other charges relating to your electric service appear on your bill under Electric Charges.

Standard residential service is available to any customer for domestic purposes living in a single private residence, multiplex, townhouse, condominium, etc. Your monthly bill will show:

Basic service charge \$6.00
 or
 Electric space heating basic service charge \$6.00

The basic service charge covers the fixed costs of metering, billing, customer service and other costs that do not vary with the amount of electricity you use.

Energy charge per kWh:
 June through September \$0.13069
 October through May \$0.11364
 October through May with electric space heating \$0.08215

Optional service	Description	Monthly charges and/or rate
<p>Time of day electric service</p> <p>On this optional service, the energy price is higher during on-peak times when electricity is more expensive to generate and lower during off-peak times when it is less expensive to generate.</p> <p>Minimum term is 12 months. Optional Trial Service charge for returning to standard service after three months is \$20.</p>	<p>On-peak times: 9 a.m. to 9 p.m. Monday through Friday.</p> <p>Off-peak times: All other hours, plus New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day; and Fridays directly before Saturday holidays and Mondays immediately following Sunday holidays.</p>	<p>Time of day service option</p> <p>Basic Service Charge -or- \$6.00</p> <p>Electric Space Heating Basic Service Charge \$6.00</p> <p>Underground Basic Service Charge -or- \$6.00</p> <p>Underground Electric Space Heating Basic Service Charge \$6.00</p> <p>Energy charge per kWh:</p> <p>On-peak time</p> <p>June through September \$0.25879</p> <p>October through May \$0.21408</p> <p>October through May with electric space heating \$0.13577</p> <p>Off-peak time:</p> <p>All months \$0.05171</p>
<p>Controlled air conditioning Saver's Switch®</p> <p>This optional service is available to standard service customers with central air conditioning that is under Xcel Energy's control. Participating customers may also add the controlled electric water heating option.</p> <p>Minimum term is 12 months.</p>	<p>The customer's equipment will normally be cycled on a schedule designed to achieve a 60% reduction in the home's air conditioning operation during load management periods. The Company reserves the right to cycle on a schedule designed to achieve 80% reduction for additional load relief. The interruption may occur up to a maximum of 300 hours per calendar year. Water heating may also be controlled during winter months.</p>	<p>Your monthly bill will show a Controlled Air Conditioning Credit during the June through September billing months in addition to all normal charges. The controlled air conditioning credit is \$10 per month. The Controlled Water Heating Credit is \$2 per month.</p>
<p>Energy-controlled service (non-demand metered)</p> <p>This optional service is available to Xcel Energy customers with permanently connected, separately served, interruptible electric heating loads up to 50 kW that are under Xcel Energy's control.</p> <p>Minimum term is 12 months.</p>	<p>Qualifying electric loads include storage space heating, water heating systems and other loads subject to Xcel Energy's approval that can be served by electricity and an alternate fuel. Xcel Energy customers use the alternate fuel to supply heating needs if electric service is interrupted because the company's system demands increase to the point where less efficient power plants are used or new peak demands are set.</p>	<p>Basic Service Charge \$6.00</p> <p>Energy Charge per kWh \$0.05933</p> <p>Optional Energy Charge is available to customers with heat pump installations for non-interruptible service during June through September billing months.</p> <p>June through September \$0.13069</p> <p>October through May \$0.05933</p>
<p>Limited off peak service</p> <p>This optional service is available to Xcel Energy customers for energy use only from 10 p.m. to 6:30 a.m. daily.</p> <p>Minimum term is 12 months.</p>	<p>Permanently connected loads are separately metered. Customer or Xcel Energy must control and energize load only during the limited off-peak period.</p>	<p>Basic Service Charge \$6.00</p> <p>Energy Charge per kWh \$0.04656</p>
<p>Automatic protective lighting service</p>	<p>This optional service is available to customers for nighttime security lighting.</p>	<p>For each lighting unit your monthly bill will show one of the following charges:</p> <p>100 Watt Area Lighting \$9.51</p> <p>250 Watt Area Lighting \$15.47</p> <p>250 Watt Directional Lighting \$17.69</p> <p>400 Watt Directional Lighting \$22.36</p>