

# SERVICE GUIDE

TEXAS | NEW MEXICO

**Electric Installation Information  
for Residential Contractors**

REVISED APRIL 2022



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Xcel Energy developed this handbook as a general guideline for residential contractors. Building processes vary by state and not all procedures as stated apply to every region. The information in this guide should not be construed as an exception to standards, regulations and publicly filed tariffs already set forth. It is advised that you consult with your Xcel Energy design representative for complete requirements as they apply to your state. We hope you find this guide helpful, and we welcome any suggestions or comments you may have.

Please submit to [BCL-TXNM@xcelenergy.com](mailto:BCL-TXNM@xcelenergy.com).

## WELCOME DEVELOPERS AND BUILDERS

Xcel Energy has many programs and services designed to help you generate more business. Here are just a few of the advantages of having Xcel Energy as your energy provider.

- Installation of electric facilities and distribution. Xcel Energy reserves the right to determine the placement of the facilities. The developer will be charged upfront for the costs of this backbone system installation. Please work with your project designer to determine these upfront charges.
- It is important that our electric facilities are designed to be installed in a safe and accessible location. Your assigned Xcel Energy representative will work with you on a location that meets clearance and installation standards.
- [Utility easements](#) will be required for company owned facilities. The customer shall provide the Company with a utility easement. If, in the Company's sole judgement, the Company needs an easement or easements over property not owned by the customer in order to furnish service to the customer, the customer shall obtain the easement (s) at no expense to the Company. These land rights are needed to support the maintenance and operation of Xcel Energy's facilities and they outline the rights and responsibilities of both Xcel Energy and the landowner in the easement area. Please see the Site Requirements and section 2.10.1 in the Xcel Energy Standards of Installation and Use Manual for more information.

**But the benefits don't stop there!** The homeowners who buy homes in your development will appreciate:

- Competitive low-cost electricity.
- Convenient payment programs such as Averaged Monthly Payment and Auto Pay.
- Rebates for installing energy-efficient equipment.

# WHAT YOU'LL NEED TO APPLY

The following information will be required for most service requests.

## 1. Service Address

The address for the location where the work will be done. The address is provided by the local governing authority and will match the inspection release for your new meter.

There are options for locations without an official address at the time of submission.

Please note: It is important to include all unit numbers that have been determined. If not assigned, note the number of units on the application and submit application(s) for each unit once determined.

## 2. Billing Address

Where we will send the Xcel Energy bills for both service and construction. This may or may not be the same as the service address.

## 3. Contact Information

Our contact during the planning and construction phases of the project.

It is important we understand who is responsible for the account once the meter is set as well as the contact for the construction project.

We will use the primary contact's email address provided in the application to send project updates. If you wish to include others in communication, please specify this on the application.

## 4. Service Details

Electric service needs. The load specifications for your service (voltage, phase, amps, etc.). You can consult your electrician, for help with answers you don't know.

## 5. Site Plan

A hand drawn or professionally illustrated site plan or development plat of your construction site showing the locations of buildings, utility lines, driveways/parking lots, landscaping, and sometimes elevation. It's usually provided by a builder, architect, engineer or other contractor engaged with the project.

Please submit a site plan or development plat with your application. Visit our [Site Requirements](#) page to obtain equipment clearances and standards of installation.

## 6. Additional Project Needs

On top of new electric service, your project may have additional requirements, such as temporary service.

Please make sure to request additional services at the time of application.

**Learn about additional services offered below.**

**Please note: Missing information could potentially delay application processing.**

## Start, Stop, Transfer FAQ

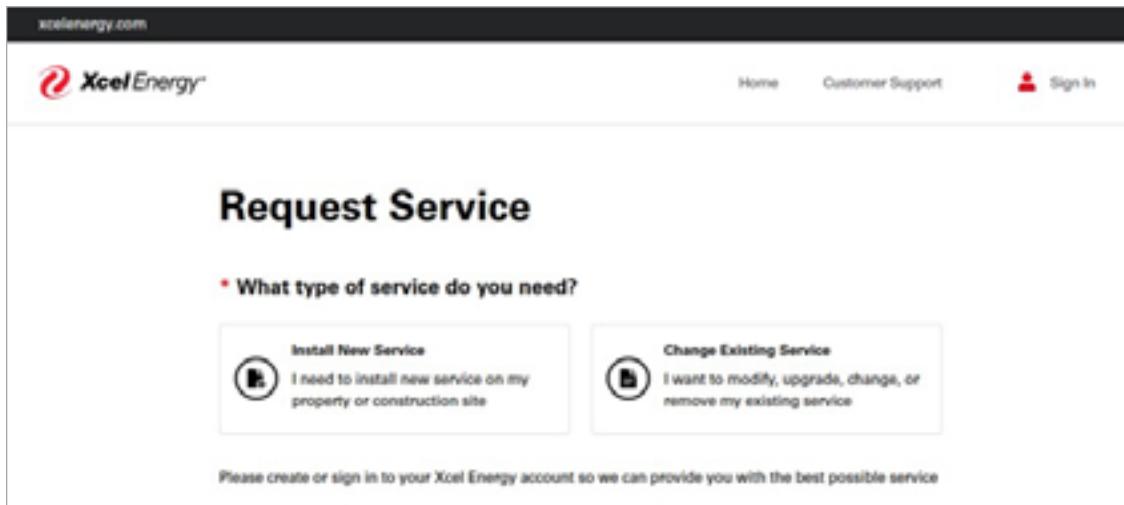
Get answers to your [Start, Stop, Transfer](#) service questions.

## HOW TO APPLY FOR SERVICE

Building and Remodeling is our online application tool that offers the quickest and most effective way to apply for new service. Customers who use Building and Remodeling are invited to build an online profile, which makes it easier to create service applications for all services we offer, saving you time.

### Building and Remodeling

Use our online portal, Building and Remodeling, to apply for Xcel Energy residential and business service through the Builders Call Line at <https://my.xcelenergy.com/BuildingRemodeling/s/request-overview>



The screenshot shows the Xcel Energy website with a navigation bar at the top. The main content area is titled "Request Service". A question "What type of service do you need?" is displayed, with two options: "Install New Service" and "Change Existing Service". Below the options, a message encourages users to create or sign in to their Xcel Energy account.

xcelenergy.com

**Xcel Energy**

Home Customer Support Sign In

## Request Service

\* What type of service do you need?

**Install New Service**  
I need to install new service on my property or construction site

**Change Existing Service**  
I want to modify, upgrade, change, or remove my existing service

Please create or sign in to your Xcel Energy account so we can provide you with the best possible service

By creating an online profile that can easily be called up every time you need to fill out a service application, the **Building Remodeling** system streamlines the application process and reduces the overall processing.

We are sure you will find this process easier and more efficient.

**Questions?** Call the Builders Call Line, Monday through Friday, 7 a.m. to 5 p.m. at **800-628-2121** or email: [BCL-TXNM@xcelenergy.com](mailto:BCL-TXNM@xcelenergy.com).

## DEVELOPER AND BUILDER SITE READINESS CHECKLIST

Please make sure to complete the proper application form for your situation and submit your site plans, so we can process your request.

[Service Application Form - Residential \(PDF\)](#) – Use this form if you are renovating or building a residential property.

[Service Application Form - Multi-family \(PDF\)](#) – Use this form if you are renovating or building a multi-family property.

Service Application Form - Commercial – Use this form if you are renovating or building a commercial development. Please contact the Builders Call Line at [BCL-TXNM@xcelenergy.com](mailto:BCL-TXNM@xcelenergy.com) for a copy of this form.

The plans will be forwarded to your Xcel Energy designer for construction design.

Please note: Your Xcel Energy designer will inform you if agreements or contracts must be processed prior to installation.

Our Building & Remodeling teams are ready to help you with every step of your service request. Our goal is to complete your request as safely, efficiently, and transparently as possible.

[my.xcelenergy.com/BuildingRemodeling/s/request-overview](http://my.xcelenergy.com/BuildingRemodeling/s/request-overview)

The Xcel Energy Standard Electric Installation and Use Manual is located under “Builders/Xcel Energy Standards for Electric Installation and Use.” Please use the manual to ensure you are meeting Xcel Energy’s standards.

# TIPS TO HELP PREPARE FOR YOUR DESIGN MEETING

## Tips to Help Prepare for your Design Meeting:

- Review the [Xcel Energy Standards and Use Manual](#) as well as the [Site Requirements](#), [Site Readiness Checklist](#) and the [Meter Installation](#) sections of our site.
- Confirm your load or service size needs with all trade partners including electricians, plumbers, etc., supporting your project.
- Provide your site plans and/or one-line diagrams.
- Inform your assigned representative if your project requires temporary service design if you have not yet applied for these services.
- Discuss your renewable energy needs, such as solar.
- Discuss any concerns you have regarding landscaping as well as restoration needs.
- Discuss any constraints that may prohibit the placement of electric facilities.

## Other Services Offered

- **Temporary Service.** If you need electric or natural gas service for a limited time, either on a construction site or for an event, please see the [Xcel Energy Standard for Electric Installation and Use Manual](#) for more information on installation requirements.
- **Electric Vehicles.** The future of transportation is dramatically changing, and as more electric vehicle options become available, a growing number of customers want to reduce their carbon footprint through the cars they drive. Fueling your car with electricity can reduce emissions to about 1/3 of conventional vehicles\*. Reduced maintenance costs saves money on oil changes, tune-ups, and parts. Federal tax credits, local vehicle incentives, and a growing inventory of used vehicles help make EVs more affordable.
- **Solar\*Connect Community.** We understand how important clean energy is. In fact, the reliable energy you receive is already 28% renewable and carbon free. However, some customers want more to meet their sustainability goals. That's why we're proud to introduce our newest program that delivers additional clean, renewable energy at an affordable price. This program is currently only available in Xcel Energy's New Mexico service territory.

## TIPS FOR KEEPING YOUR PROJECT ON TRACK

- **Complete your application.** See the [Applying for Service](#) section to find out how and what you need to apply. If your project requires a new meter, it is important that the address on the application matches the address of inspection release. Include your electric load needs on the application, so we can size equipment accordingly. You may need to consult with your electrician to confirm your new load.
- **Provide a Site Plan or Plat of your new project.** Safe and reliable service is our number one priority. To ensure we place our new equipment in the best location, we will need to understand the layout of your project. Make sure to submit a site plan or plat with your application. Visit our [Site Requirements](#) and [Site Readiness Checklist](#) info to obtain equipment clearances and standards of installation.
- **Submit payment and contracts.** Your project may require a fee for the installation of new equipment. Be sure to submit payment, signed contracts, and signed utility easements, if required. That way, we can schedule the construction of your project. Visit [Paying for Construction](#) to see ways you can make a payment.
- **Be “Site Ready.”** To begin installation of electric facilities, please have your site ready by reviewing the [Site Readiness Checklist](#). This will ensure our crews can safely install new equipment in a timely manner.
- **Get inspected.** Before we can set your new meter, the public authority must submit an approved inspection to Xcel Energy’s Builders Call Line (For services outside the public authority jurisdiction an Electric Inspection Certificate must be submitted). Reference [Construction and Inspection](#) to find more information.

# DEVELOPER AND BUILDER SITE READINESS CHECKLIST

## BE PREPARED FOR YOUR NEW INSTALLATION WITH OUR SITE READINESS CHECKLIST

Getting your project ready for the installation of new services ensures everyone's safety on the site and can help keep your project on track; our crews can't start work until a site meets the [site readiness requirements](#). Use this checklist to make sure your site is ready at the start of installation. If you have any questions about site readiness, please ask your assigned Xcel Energy representative.

- Foundation and backfill of structure is complete.**
- Major utilities are installed, including sewer and water.** Place water service boxes on the building side of the utility easement to ensure our excavating equipment has proper clearance. If sub-surface drains are to be installed, please install them no less than 48" deep and place the service stub on the building side of the utility easement.
- Areas of utility installation are (+/-) six inches of final grade.** To ensure a safe and reliable system, it is important to install our facilities at proper depths and clearances. Please see Customer Responsibility section 2.11 in the [Xcel Energy Standards of Installation and Use Manual](#).
- A 10-foot wide path is clear of all obstacles from the meter to the energy source (pole, transformer, or pedestal).**  
**Area must be cleared between the property and right of way.** Please do not landscape, plant trees, install sidewalks and/or paths until the utility installation is completed. Xcel Energy is not responsible for restoring these items if they are in place prior to construction.
- Privately owned underground facilities are clearly marked.** Identifying and labeling private lines such as septic systems, drain fields, sprinkler systems, wells, LP gas lines, etc., is very important. Xcel Energy is not responsible for damage to privately owned facilities that are not properly marked by the customer. Xcel Energy will ensure publicly owned facilities are located prior to the start of work. Please see Section 2.11 Customer Responsibility and Section 4.3 Underground service in the [Xcel-Energy-Standard-For-Electric-Installation-and-Use Manual](#).
- Lot numbers and lot corners are identified and staked, and the address is clearly marked before locates are called in.** Multi-family developments that do not have a true lot number should stake the corner of the buildings.
- When applicable, a curb and first layer of blacktop are installed.** Please check with the local public authority on specification of required road base. In all areas of installation (+/-) six inches of final grade are required prior to installation. Please see Section 2.11 Customer Responsibility and Section 4.3 Underground service in the [Xcel-Energy-Standard-For-Electric-Installation-and-Use Manual](#).
- Where applicable, conduit installed under roadways is staked.**
- When practical, conduit is a minimum of 5' from back of curb.** Please see the [Site Requirements](#) section on [xcelenergy.com/Site Readiness Checklist](http://xcelenergy.com/Site Readiness Checklist)
- Sewer lateral septic location and depth are verified.** If your sewer location is unknown, an Xcel Energy contractor may need access to the sewer piping in the basement to perform verification

# DEVELOPER AND BUILDER SITE READINESS CHECKLIST

## NEW METER SET REQUIREMENTS

- Xcel Energy Inspection Certificate is sent to the Builders Call Line. Prior to the scheduling of your meter installation, Xcel Energy must receive an approved inspection certificate. Depending on the type of service and state requirements, this may need to be submitted from the local public authority, licensed electrician, or Uniform Dwelling (UDC) Inspector where applicable. Please reference the Construction and Inspection section on [xcelenergy.com](http://xcelenergy.com).
- Meter location is clearly marked and supports proper clearance requirements. To prevent delays, make sure you have installed the electric panel with minimum clearance. Please see [Xcel Energy Standards of Installation and Use Manual](#).
- An electric heavy-duty lever bypass (HDLB) meter socket is installed. Please see section 4.11 Meter Socket in the [Xcel Energy Standards of Installation and Use Manual](#). If you have questions, please call Electric Meter Technical Assistance at 800.422.0782.
- Multi-unit dwellings have accurate labeling on meter sockets and corresponding panels. Labeling must be completed prior to setting the meter(s). Please see sections 4.14.3, 4.14.4 and 4.14.5 in the [Xcel Energy Standards of Installation and Use Manual](#). Where applicable, a slip sleeve or expansion joint is furnished and installed. This is required for new and rewired underground residential meter installations and recommended for commercial installations. Please see Section 4.3.5, and drawing SC-30, SC-40, SC-50, SC-90, and TR-10 in the [Xcel Energy Standards of Installation and Use Manual](#).

# **ELECTRIC INSPECTION REQUIREMENTS**

Prior to scheduling of your meter installation, an approved Inspection Certification must be sent to Xcel Energy at [BCL-TXNM@xcelenergy.com](mailto:BCL-TXNM@xcelenergy.com).

## **TEXAS**

Where available, the public authority having jurisdiction, must provide an approved Inspection Certificate. For areas without a public authority requiring electric inspection, an Electric Inspection Certificate (EIC) must be submitted.

<https://www.xcelenergy.com/Electric-Inspection-Form.pdf>

## **NEW MEXICO**

The public authority having jurisdiction, must provide an approved Inspection Certificate. For Oil Field Services outside the jurisdiction of the public authority, an Electric Inspection Certificate - Oil Fields Only must be submitted.

[https://www.xcelenergy.com/NM-OilField\\_EIC\\_app.pdf](https://www.xcelenergy.com/NM-OilField_EIC_app.pdf)

\*Depending on the type of service being installed on your site and state requirements, the approved Inspection Certification may need to be submitted by the local public authority, licensed electrician, or Uniform Dwelling (UDC) Inspector where applicable. Please work with your local authority and an electrician or plumber to find out what's required in your area.

# RESIDENTIAL ELECTRIC VEHICLE

## GET PLUGGED IN

### More than a new way to drive, a better way to drive

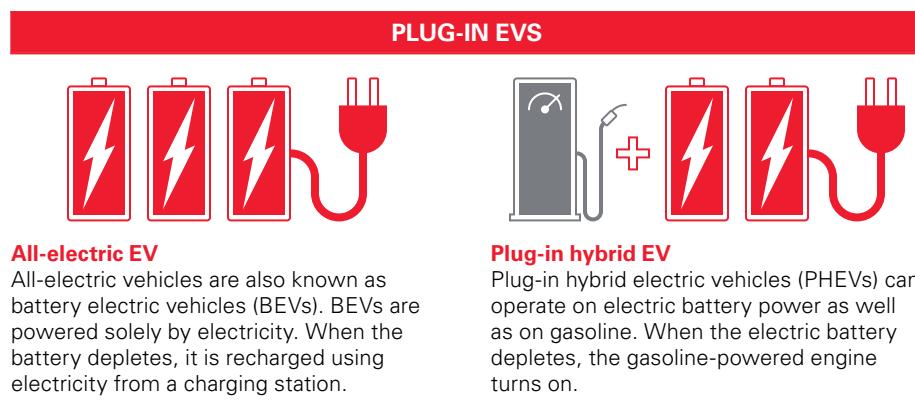
With the growth of clean energy, the future of sustainable living is becoming a reality in your home, at businesses and now on the road. Fueling your car with electricity can be a fresh approach to driving. You're in the driver's seat, and we want to empower you with the information you need to drive electric.

### There's an EV that's right for you

To make it easier to find the EV option that's best for you, visit [xcelenergy.com/EV](http://xcelenergy.com/EV) and test drive our **EV Advisor**. Visit [xcelenergy.com/EV](http://xcelenergy.com/EV) to start exploring EV options, calculating carbon emissions reductions and fuel cost savings and learn how easy it is to charge an EV.

### Get to know EV types

When shopping for an EV, there are two main categories of plug-in electric vehicles to consider: Plug-in hybrid electric vehicles (PHEVs), or all-electric vehicles, also known as battery electric vehicles (BEVs).



### Top three reasons to drive electric

#### 1. Your options keep growing

- With manufacturers making more models, you have a wider selection, which helps create more competitive pricing.
- Charging at home is easy, just plug in! Public charging options are increasing in retail locations, town centers and freeway corridors.
- EV drivers will tell you they are powerful, smooth shifting, quiet and fun to drive.

#### 2. A clean break for our environment

- Fueling your car with electricity can reduce emissions by about two-thirds, versus conventional gas vehicles.

#### 3. Cost savings that add up

- Federal and state tax credits, local vehicle incentives and a growing inventory of used vehicles help make EVs more affordable.
- Reduced maintenance costs for EVs saves you money on oil changes, tune-ups and other standard maintenance.
- With our low, off-peak prices, driving electric equates to spending less than \$1 per gallon of gasoline.

### Level 3 DC Fast Charger – quick charging away from home

- Typically used for public charging
- Not for plug-in hybrids or certain battery-electric vehicles
- Typically requires 480-volt service
- Can provide up to 40 miles of range for every 10 minutes of charging

# RESIDENTIAL ELECTRIC VEHICLE

## EV charging plans to suit your lifestyle

When you become an EV owner, you may pay more attention to electric prices — and your energy usage — to get that extra savings over gasoline. Choose from the electric pricing plans we have available to suit your lifestyle and charging needs.

To choose the best plan for you, visit <https://ev.xcelenergy.com/EV-Charging-Programs>.

## Fuel up with clean energy

Currently, more than a quarter of the energy you use comes from renewable sources. If you're interested in 100% carbon-free driving, an easy way to feel good about reducing emissions is to fuel up with renewable energy.

Visit <https://tx.my.xcelenergy.com/s/renewable> find renewable energy programs in your area.

## WE'RE HERE TO HELP

Our energy advisors can answer questions and guide you to the right pricing plan and charger installation options. If you would like to speak to us about pricing or installation, email us at [ElectricVehicles@xcelenergy.com](mailto:ElectricVehicles@xcelenergy.com) or call **800-895-4999**.

For more details and useful information, visit [xcelenergy.com/EV](https://xcelenergy.com/EV).

# NEW MEXICO RESIDENTIAL ELECTRIC VEHICLE PROGRAMS AND REBATES

Xcel Energy is releasing a new suite of residential electric vehicle (EV) programs that include rebates and turn-key home charging solutions. The key focus for this release of new offerings is to make charging at home easy, faster, and more affordable for New Mexico customers.

These initiatives are part of the company's EV vision to power 1.5 million EVs on the road in the company's service areas by 2030. Xcel Energy's EV vision will help to make electric transportation available to all customers at a range of income levels whether they drive an EV, take transit, or use ridesharing.

EVs offer great cost savings and cleaner air for everyone. Powering an EV costs the equivalent of about \$1 per gallon of gasoline when charging off-peak (often overnight) with Xcel Energy's clean, affordable energy.

With our electricity for fuel, carbon emissions are reduced about 50% annually over a gasoline-powered car. By 2030, that number will jump to more than 80%.



## EV Programs for Residential Customers

### EV Accelerate At Home

This turn-key home charging program sets EV drivers up with a Level 2 charger installed and maintained by Xcel Energy, hassle-free. Customers will pay \$12.00 a month on their bill for the charger rental, installation by a vetted electrician, and charger maintenance for as long as they are in the program. This program offers two benefits: (1) a Level 2 charger installed at customer's home and (2) the ability to pay a low monthly fee over time that includes maintenance.

### Home Wiring Rebate

Customers who install a dedicated electrical circuit to support Level 2 charging can apply to receive a rebate of up to \$500 to cover the costs of permitting, materials, installation and electrical work needed to install the circuit. Costs for purchasing an eligible Level 2 charger can also be included. Customers who meet certain income guidelines can qualify for an enhanced rebate of \$2,500.

Customers in our EV Accelerate At Home program can have our electricians provide them with a bid for any home wiring work to upgrade to a dedicated circuit needed for a Level 2 charger. Program electricians can apply our rebate savings instantly to offset the wiring costs vs waiting for a rebate check.

### Optimize Your Charge

This program rewards EV drivers for charging during off-peak periods with \$50 on their bill every October. Optimize Your Charge will encourage charging when renewable energy is abundant, often overnight, to help reduce the amount of EV charging that occurs during our system peak. Participants will choose from three charging windows and have some flexibility to adjust their charging as needed outside the selected charging window.

### Advisory Services:

#### Explore and Get Started

Visit [ev.xcelenergy.com](http://ev.xcelenergy.com) and use our digital tools to explore which electric vehicle is right for you, find charging on-the-go and learn how we can help make driving electric easier and less costly.

# NEW MEXICO COMMERCIAL ELECTRIC VEHICLE PROGRAMS AND REBATES

March 1, 2022, Xcel Energy released new electric vehicle (EV) programs that will support communities and businesses. These initiatives are part of the company's EV vision to power 1.5 million EVs on the road in the company's service areas by 2030.

Xcel Energy commercial and community customers will have an EV concierge to guide them on the journey of electrification while taking advantage of little to no cost EV infrastructure.

## **Community Advisory**

As a first step to electrification, the company is launching a series of three webinars to help communities with their EV transition. The first webinar, which will cover an introduction to electric vehicles is scheduled for April 14. The remaining webinars will focus on development and implementation of EV plans and will be held in Q2 2022.

## **Fleet Electrification Advisory**

Our fleet customers will get access to a free customized report that uses real-time fleet operation data and business goals to capture EV suitability and costs, taking the guesswork out of electrifying fleets. Our advisors will help guide planning for infrastructure and procurement.

## **Public or Community Charging Hub Infrastructure**

Our public charging EV solutions can help retailers, businesses and government organizations meet their sustainability goals. Our comprehensive services will help site hosts expand EV charging options for employees, visitors and customers away from home.

We want to enable EV drivers with access to EV charging and will support charging hosts with little or no-cost design and installation of EV infrastructure, typically from the customer's meter to the charging port. We will provide advisory support throughout every step, saving customers time and money.



### **Get end-to-end advisory support**

More information about our services are available at [xcelenergy.com/CommercialEVs](http://xcelenergy.com/CommercialEVs). Just getting started? Complete our interest form and an EV advisor will contact you.

## **SOLAR\*CONNECT COMMUNITY**

### **Clean energy that's affordable and easy.**

We understand how important clean energy is. In fact, the reliable energy you receive is already 28 percent renewable and carbon free. However, some customers want more to meet their sustainability goals. That's why we're proud to introduce our newest program that delivers additional clean, renewable energy at an affordable price.

Power your home or business with 100% clean energy. There's no upfront cost for equipment. Since the average home uses approximately 750 kWh of electricity per month, you can power your home with 100% renewable energy for about \$9.75 per month. This cost is in addition to your current electric charges.

### **Eligibility**

Must be an Xcel Energy residential or business electric customer in New Mexico.

### **How It Works**

Solar\*Connect Community offers flexible subscription sizes and easy enrollment. Add dedicated, additional clean solar energy to power your home or business at an affordable and competitive price.

When you enroll in the Solar\*Connect Community program, you will subscribe to a kilowatt (kW) share of the program. Each month the actual kWh energy production from your share will be used to calculate the charge and credit.

Interested in participating? Learn how to become a subscriber at: [Renewable Energy \(xcelenergy.com\)](http://Renewable Energy (xcelenergy.com)).

## TEXAS COMMUNITIES SERVED BY XCEL ENERGY

Abernathy	E	Darrouzett	E	Idalou	E	New Deal	E	Slaton	E
Adrian	E	Denver City	E	Kimmitt	E	Olton	E	Spearman	E
Amarillo	E	Dumas	E	Kress	E	Palisades	E	Springlake	E
Amherst	E	Earth	E	Lake Tanglewood	E	Pampa	E	Stinnett	E
Anton	E	Farwell	E	Lefors	E	Panhandle	E	Stratford	E
Booker	E	Floydada	E	Levelland	E	Perryton	E	Sudan	E
Borger	E	Follett	E	Littlefield	E	Petersburg	E	Sunray	E
Bovina	E	Friona	E	Lockney	E	Plainview	E	Tahoka	E
Cactus	E	Fritch	E	Lorenzo	E	Post	E	Timbercreek	E
Canadian	E	Groom	E	Lubbock	E	Ralls	E	Vega	E
Canyon	E	Gruver	E	McLean	E	Ropesville	E	Wellman	E
Channing	E	Hale Center	E	Meadow	E	Seagraves	E	Wheeler	E
Claude	E	Happy	E	Miami	E	Seminole	E	White Deer	E
Crosbyton	E	Hart	E	Mobeetie	E	Shallowater	E	Whiteface	E
Dalhart	E	Hereford	E	Morton	E	Silverton	E	Wilson	E
Dalhart	E	Higgins	E	Muleshoe	E	Skellytown	E	Wolfforth	E

Communities Served: [xcelenergy.com](http://xcelenergy.com)

## NEW MEXICO COMMUNITIES SERVED BY XCEL ENERGY

Artesia	E	Eunice	E	Jal	E	Malaga	E	Roswell	E
Carlsbad	E	Hagerman	E	Lake Arthur	E	Otis	E	Texico	E
Clovis	E	Hobbs	E	Loving	E	Portales	E	Tucumcari	E
Dexter	E								

Communities Served: [xcelenergy.com](http://xcelenergy.com)

**KEY:** E = Electric; G = Gas; U = Unincorporated; \* = Wholesale

**NOTE:** In some cases, Xcel Energy does not serve the entire community.



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