

Updating contact information and notification preferences

Once logged into the portal user should review/update their contact information and notification preferences by clicking on the red arrow next to your name and select **"Settings" (figure 6)**. After reviewing/updating contact information and notification preferences user will want make sure they select the program for which they would like to receive notifications and click **"Update" (figure 7)**.

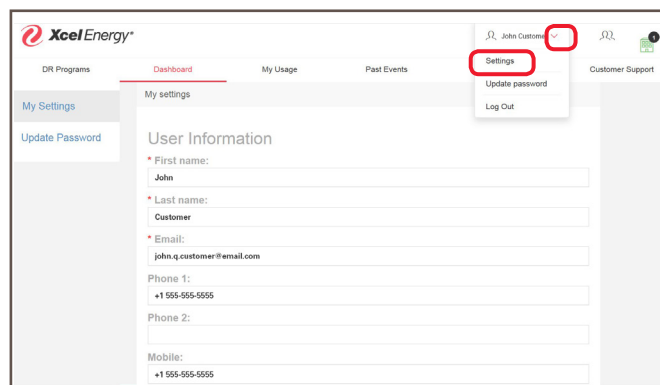


Figure 6. Select **"Settings"**

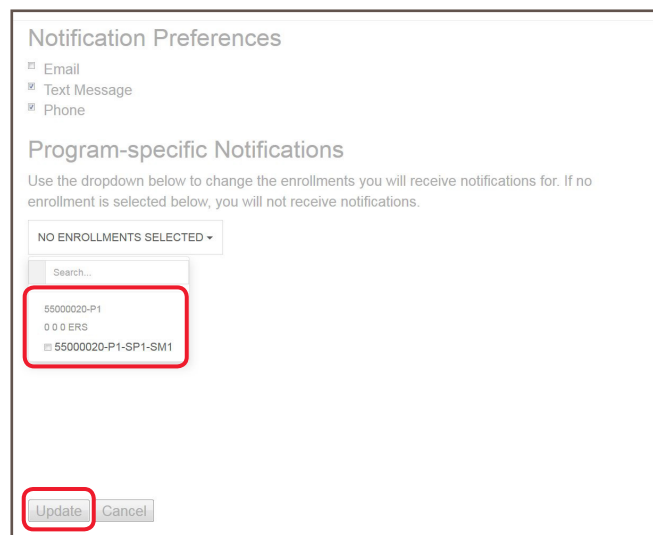


Figure 7. Click **"Update"**

Electric Rate Savings

Engage Customer Portal User Guide



Learn to register and use the Xcel Energy Demand Response Engage Customer Portal: <https://smartsavings.xcelenergy.com>.

Registering on Engage Customer Portal

When logging into the Xcel Energy Demand Response Portal ("Engage") for the first time, you must complete an 'Activation' process by registering your account on the portal (**figure 1**). Enter your Account Number, email address or primary phone number, create a password and click Submit (**figure 2**).

Engage Customer Portal URL:
<https://smartsavings.xcelenergy.com>

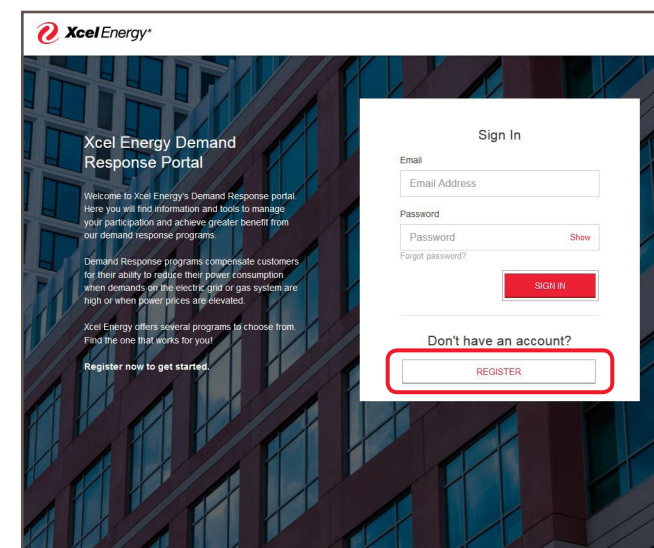


Figure 1. Click the **"Register"** button

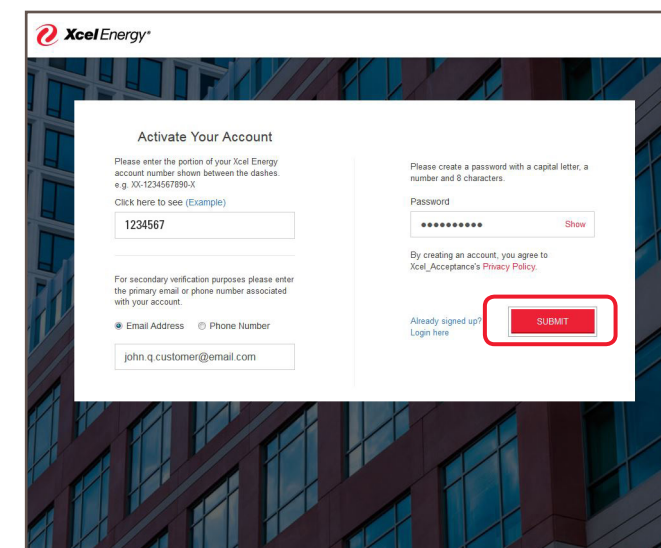


Figure 2. Enter your account#, email, create a password and click the **"Submit"** button

Engage landing page

Once logged into the portal, you will see the account selection page which displays the account number used for registration and all premise under that account number. In order to view information for a specific premise click on either the Account Name or Account Identifier.

DR programs

The DR Programs screen displays the Program Options which provide a summary of eligible demand response programs with a “LEARN MORE” button for those interested in more program details.

Dashboard

The Dashboard displays real-time demand data for customers who have real time unit equipment. The Energy Rate Savings program will not have real-time demand data available.

My usage—viewing historic data

To view historic usage data for a specific time period, select the “**My Usage**” tab (figure 3) and select if you would like to see your data for the day, month or year. If multiple meters (devices) are present for the account, then a drop-down will appear and you can select which meter to display (figure 4).”

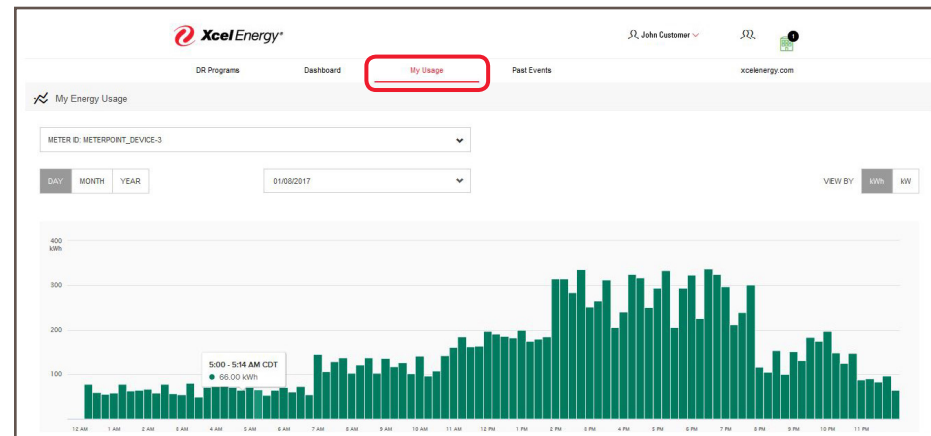


Figure 3. Select day, month or year display

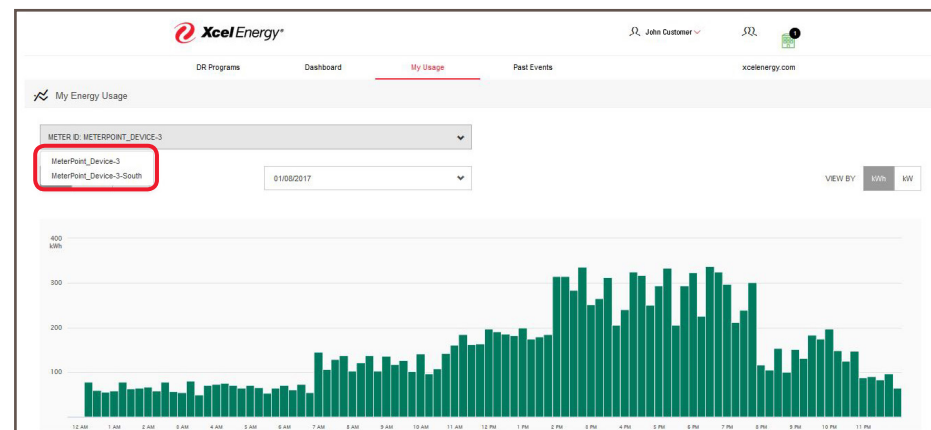


Figure 4. Select which meter usage to display



Engage Customer Portal URL: <https://smartsavings.xcelenergy.com>

Viewing past event data

To display past events select the “**Past Events**” tab, locate the event you would like to view and click on the event line (figures 5 and 6).

Event Date	Event Time	Program
September 13th, 2017	03:00 pm - 07:00 pm CDT	DR - Critical Peak Pricing
August 30th, 2017	03:00 pm - 07:00 pm CDT	DR - Critical Peak Pricing
August 29th, 2017	03:00 pm - 07:00 pm CDT	DR - Critical Peak Pricing
August 25th, 2017	02:00 pm - 06:00 pm CDT	DR - Critical Peak Pricing
July 28th, 2017	03:00 pm - 07:00 pm CDT	DR - Critical Peak Pricing

Figure 5.

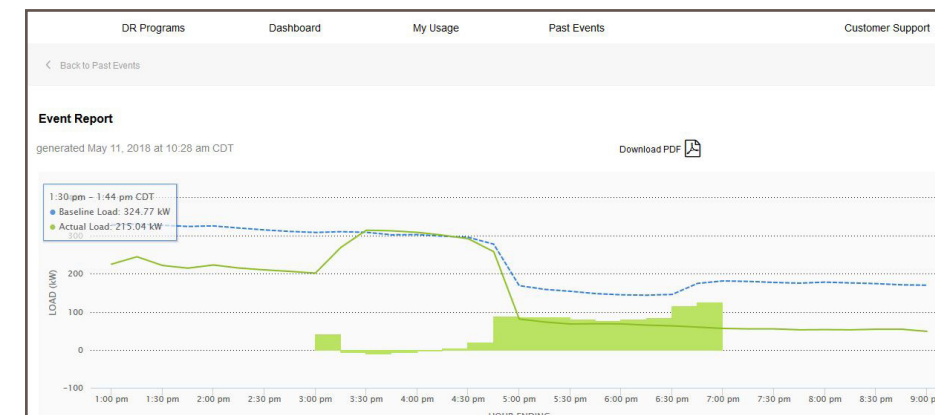


Figure 6.



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June 2018

Important information for Electric Rate Savings customers

Contact Name
Company Name
Address
City, State, ZIP

Account number:

Dear Contact name,

We are pleased to announce the launch of a new management system for the Electric Rate Savings (ERS) program! The new system will allow us to dispatch all of our interruptible programs using one platform, throughout our entire service territory. This will also improve our ability to track, report, manage available loads, manage events and meet customer and regulatory expectations.

Xcel Energy will no longer be sending out the annual contact information update sheets.

We recently mailed you an annual program information packet with a request to update your contact information. This information has been uploaded into the new system. Going forward, we will not be sending update sheets to customers. **All ERS participants will now be required to update their own contact information in the customer portal.** In order for us to reach you when an ERS control event is called, it is essential that your contact information be up to date.

In addition to being able to update your contact information, the new portal will give you access to past usage and all past control event information. Just paste the URL listed below in your internet browser, and then register to gain access to the site. You will need your account number and your email address or phone number to register. To help you navigate the portal, included with this letter is a user "**Quick Guide**".

URL: https://smartsavings.xcelenergy.com/users/sign_in

If you have any questions about how to register or how to navigate the customer portal, please reach out to your Account Manager or the Business Solutions Center at 800.481.4700.

Sincerely,
Xcel Energy