



MAILING ADDRESS	ACCOUNT NUMBER		DUE DATE
Customer A 1234 MAIN ST MINNEAPOLIS, MN 55555-5555	51-5555555-5		06/11/2014
	STATEMENT NUMBER	STATEMENT DATE	CREDIT AMOUNT
	444444444	05/27/2014	-\$588.47 CR

DAILY AVERAGES	Last Year	This Year
Temperature	33° F	36° F
Electricity kWh	0.0	78.7
Electricity Cost	\$0.60	\$0.29

**SUMMARY OF CURRENT CHARGES** (detailed charges begin on page 2)

Electricity Service	03/12/14 - 04/12/14	2440 kWh	\$192.85
Other Recurring Charges			-\$183.80 CR
<b>Current Charges</b>			<b>\$9.05</b>

**ACCOUNT BALANCE**

Previous Balance	As of 03/12	\$879.22
Payment Received	Check 04/28	-\$597.52 CR
	Check 03/31	-\$879.22 CR
Balance Forward		-\$597.52 CR
Current Charges		\$9.05
<b>Amount Due</b>		<b>-\$588.47 CR</b>

**QUESTIONS ABOUT YOUR BILL?**

See our website: xcelenergy.com  
 Email us at: Customerservice@xcelenergy.com  
 Please Call: 1-800-481-4700  
 Hearing Impaired: 1-800-895-4949  
 Fax: 1-800-311-0050  
 Or write us at: XCEL ENERGY  
 PO BOX 8  
 EAU CLAIRE WI 54702-0008

**INFORMATION ABOUT YOUR BILL**

Thank you for your payment.

RETURN BOTTOM PORTION WITH YOUR PAYMENT • PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	CREDIT AMOUNT	AMOUNT ENCLOSED
51-5555555-5	06/11/2014	-\$588.47 CR	Credit Do Not Pay

No payment is due this month.

JUNE						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

----- manifest line -----



Customer A  
 1234 MAIN ST  
 MINNEAPOLIS, MN 55555-5555



XCEL ENERGY  
 P.O. BOX 9477  
 MPLS MN 55484-9477



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		-\$588.47 CR

**SERVICE ADDRESS:** TANKS  
1234 MAIN ST MINNEAPOLIS MN 55555-5555

**NEXT READ DATE:** 05/13/14

### ELECTRICITY SERVICE DETAILS

**PREMISES NUMBER:** 333333333  
**INVOICE NUMBER:** 454545454

METER READING INFORMATION				
<b>METER</b> 1111111 - Multiplier x 40			Read Dates: 03/12/14 - 04/12/14 (31 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	MEASURED USAGE	BILLED USAGE
Total Energy	15600 Actual	15539 Actual	61	2440 kWh
On Pk Energy	669 Actual	667 Actual	2	80 kWh
Off Pk Energy	14931 Actual	14872 Actual	59	2360 kWh

### ELECTRICITY CHARGES

**RATE: Limited Off-Pk Svc**

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Basic Service Chg			\$13.60
Off-Peak Energy Chg	2360 kWh	\$0.023700	\$55.93
On-Peak Energy Chg	80 kWh	\$0.260000	\$20.80
Fuel Cost Charge	2440 kWh	\$0.033918	\$82.76
Resource Adjustment			\$10.79
Interim Rate Adj			\$5.97
<b>Subtotal</b>			<b>\$189.85</b>
City Fees			\$3.00
<b>Total</b>			<b>\$192.85</b>

### OTHER RECURRING CHARGES DETAILS

DESCRIPTION	CHARGE
Solar*Rewards Community Solar	
Production Credit	
Solar Production Period	February 2014
SRC700040 Production Credit	1559.9 kWh x -0.117830
	- \$183.80 CR
<b>Total</b>	<b>- \$183.80 CR</b>



### Make Safety Your Summer Business

Energy lines are located throughout all communities so remind employees to work safely near all electric and natural gas lines.

Always call 8-1-1 before digging and then wait several business days for all utilities to locate lines. If you must dig near locate marks, only do so with hand tools and always with extreme care.

Look up and around for all electrical lines before starting work and keep yourself and all tools at least 10 feet away.





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### INFORMATION ABOUT YOUR BILL

For an average non-demand customer, 72% of your bill refers to power plant costs, 11% to high voltage line costs, and 17% to the cost of local wires connected to your business. For an average demand-billed customer, 82% of your total bill refers to power plant costs, 10% to high voltage lines, and 8% to the cost of local wires connected to your business.

FOR VALIDATION ONLY

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### POP QUIZ

What are the combined annual energy costs for U.S. commercial buildings and industrial facilities?

- A. \$202.3 billion
- B. \$178.7 billion
- C. \$202.3 million
- D. \$178.7 million

Source: [energystar.gov/buildings/about-us/facts-and-stats](http://energystar.gov/buildings/about-us/facts-and-stats)



Answer: A

## IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8am – 5pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	8am – 5pm, Mon – Fri

\*Register any inquiry or complaint at the above.

## IMPORTANT ADDRESSES

<b>General Inquiries*</b>	<b>Payments</b>
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

## GENERAL INFORMATION

### City Fees

A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.

### Electronic Check Conversion

When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

### Environmental Information

Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at [www.xcelenergy.com](http://www.xcelenergy.com). You can also contact the Minnesota Department of Commerce at [www.commerce.state.mn.us](http://www.commerce.state.mn.us) or the Minnesota Pollution Control Agency at [www.pca.state.mn.us/programs/electricity.html](http://www.pca.state.mn.us/programs/electricity.html).

### Estimated Bills

Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.

### Governing Regulatory Agency

The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 – [www.puc.state.mn.us](http://www.puc.state.mn.us).

### Late Payment Charge

Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.

### Payment Responsibility

If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.

Further information is available to customers upon request.

## ABOUT YOUR ELECTRIC RATES

### Affordability Charge

A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.

### Basic Service Charge

Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

### Conservation Improvement Programs

Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

### Demand Charge

Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.

### Energy Charge

Charge per kWh of electricity usage to recover the variable costs of producing energy.

### Environmental Improvement Rider

Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

### Fuel Clause Adjustment

Charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.

### kWh

One kilowatt-hour (kWh) is a unit of electrical usage. One kWh equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-watt light bulb for 10 hours.

### Mercury Cost Recovery

Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.

### Renewable Development Fund

Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.

### Renewable Energy Standard

Minnesota law allows Xcel Energy to recover the costs of new renewable generation.

### Resource Adjustment

This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery

### State Energy Policy

Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

### Transmission Cost Recovery

Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

### WindsorSource®

WindsorSource® is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of WindsorSource® blocks (100 kWh each) or choose a 100% WindsorSource® option.



## ABOUT YOUR NATURAL GAS RATES

### Basic Service Charge

Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

### Charge per therm

Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.

### Conservation Improvement Programs

Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

### Distribution Charge

Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.

### Gas Affordability Program

A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

### Heat Content Adjustment

Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.

### Pressure Correction Adjustment

Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

### Resource Adjustment

This includes costs related to Conservation Improvement Programs and State Energy Policy Rider.

### State Energy Policy

Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

### Therm

A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

## PAYMENT OPTIONS

**Standard Payment Options:** (No fees apply)

- **My Account/eBill™** – View/pay your bill, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

**Other Payment Options** (Third-Party Fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523.
- **Pay Stations** – Pay your bill in-person at a location near you.

Learn more at [xcelenergy.com/MyAccount](http://xcelenergy.com/MyAccount)