

TRANSITION TO TIME OF USE RATE



All Colorado residential customers will transition to a Time of Use rate over a three-year period beginning in 2022. Once you have a smart meter (or a non-communicating meter if you have opted out of receiving a smart meter) you will roll onto the Time of Use rate several months later. You'll receive more information before you transition to the new rate.

When will the transition to the Residential Time of Use occur?

Customers have the option to move to a Time of Use rate any time after receiving a smart meter or non-communicating meter (which will be installed for customers who opt out of receiving a smart meter) by calling Xcel Energy customer service at 800-895-4999. This transition process typically takes 30 days. This transition will occur after the customer's next invoiced meter reading date, as of that date. Starting with your billing cycle in April 2022, residential customers with smart meters or non-communicating meters will be automatically transitioned to a Time of Use rate, unless they choose to opt out of that rate. Customers will be transitioned to the Time of Use rate in two waves per year, in April and October.

Will I be notified in advance of the rate transition?

Once customers with smart meters or non-communicating meters begin transitioning to a Time of Use rate starting with your billing cycle in April 2022, they will be notified 30 days before transitioning to the Time of Use rate. You will receive a welcome kit about the rate.

What is the Residential Time of Use rate?

Time of Use is a residential rate where energy prices vary with the time of day, helping customers save money during off-peak times.

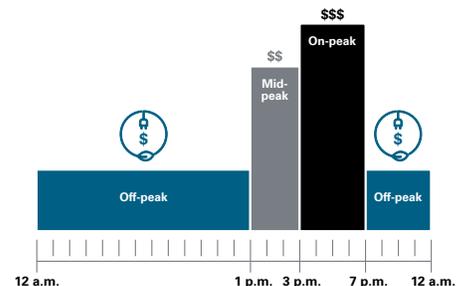
There are three time periods:

- On-Peak Hours: Weekdays between 3 p.m. and 7 p.m., excluding holidays.*
- Mid-Peak Hours: Weekdays between 1 p.m. and 3 p.m., excluding holidays.
- Off-Peak Hours: Daily between 7 p.m. and 1 p.m., and weekends. Off-peak hours provide the most cost savings opportunity.

*Holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day

How will the Time of Use rate impact my bill?

The bill impact will depend on when you use energy. If you take measures to shift your usage of major appliances to off-peak and mid-peak periods, you are more likely to see your bill be lower or be about the same. If you use major appliances during the peak times (weekdays from 3 p.m. - 7 p.m.) you may see an increase in your monthly electric bill. In our Time of Use pilot program in Colorado, most customers saw their bills decrease slightly or stay about the same.



How is the Time of Use rate different from existing seasonal flat rates?

We are always striving to keep bills low, providing reliable and renewable energy at an affordable cost, and offering the options and information that you want.

- All Colorado residential electric customers were transitioned to a new seasonal flat rate in September of 2021, which is a flat rate that is different in winter and summer seasons.
- With a Time of Use rate, customers can save money without reducing usage, by shifting load to off peak periods.
- Time-varied plans such as a Time of Use rate reduce the total amount of energy that we need to provide during peak times when everyone is using electricity. If we can reduce producing or purchasing electricity when it is most expensive, we can avoid building new power plants and thus we keep the total cost of electricity lower.

What are the benefits of the Time of Use rate?

How much you pay is determined both by how much electricity you use and when you use it. With a Time of Use rate, you pay based on when and how much energy you use, so the more you can shift usage to lower-priced periods, the more you can save. By adjusting your energy use to off-peak hours, you should experience cost savings. As you adjust your usage to off-peak hours, we can utilize more of the clean energy such as wind and solar that is typically abundant at those off-peak times. You'll be able to see when you're using energy in the My Energy portal within [My Account](#).

What if I don't want the Time of Use rate?

Once you receive your smart meter or non-communicating meter, you can opt out of the Time of Use rate and be placed on a flat, Opt Out rate instead.

What is the Residential Opt Out rate?

Customers who want to opt out of the Time of Use rate will be placed on the Residential Opt Out rate, which is a flat rate with different rates in winter and summer. Once you have a new meter, whether it's a smart meter or a non-communicating meter (for customers who opt out of receiving a smart meter) you can choose to opt out of the Time of Use Rate and be placed on the Residential Opt Out rate.

Do I need a smart meter to participate in the Time of Use rate?

Customers with smart meters or non-communicating meters may participate in the Time of Use rate. Note that if you do opt out of a smart meter, you will be charged a monthly meter reading fee to cover the cost of manually reading your non-communicating meter.

Do I need a smart meter to opt out of a Time of Use rate?

Customers with either a smart meter or a non-communicating meter can opt out of the Time of Use rate and instead be placed on the residential Opt Out rate. Note that if you do opt out of a smart meter, you will be charged a monthly meter reading fee to cover the cost of manually reading your non-communicating meter. Customers can opt out of the Time of Use rate after receiving a smart meter or non-communicating meter (which will be installed for customers who opt out of receiving a smart meter) by calling Xcel Energy customer service at 800- 895-4999.

How will the Residential Opt Out rate impact my bill?

If you opt out of the Time of Use rate but have the smart meter installed, you shouldn't see significant changes to your bill. However, if you opt out of the smart meter installation and instead receive a non-communicating meter, you will incur a monthly manual-meter-read charge as a technician will have to go to the physical location to read your meter.

How is the Residential Opt Out rate different from existing seasonal flat rates?

All Colorado residential electric customers were transitioned to a new seasonal flat rate in September of 2021, which is a flat rate that is different in winter and summer seasons. The Residential Opt Out rate and the existing seasonal flat rates are similar, and have one rate all day that is different for the summer and winter seasons. The seasonal base rate charges are the same on both rates. The difference between the two rates is that rate riders are charged differently. The Residential Opt Out rate riders are charged as a percentage of your bill, and the seasonal flat rate riders are charged on a dollars per kilowatt hour basis.

What are the benefits of the Residential Opt Out rate?

The flat rates could be beneficial to large energy users, or those with inflexible schedules who use significant energy during peak times and cannot shift their energy usage.

Do I need a smart meter to participate in the Residential Opt Out rate?

You will need to have either a smart meter or a non-communicating meter. If you opt out of the smart meter installation, you will receive a non-communicating meter which will result in additional monthly charges for manually reading your meter.

Do I need to opt out of the smart meter to be on the Residential Opt Out Rate?

No. The Time of Use rate and Residential Opt Out rates are both available with either a smart meter or a non-communicating meter.

What can I do with the new smart meter?

You can access new insights into your energy usage through **My Account**. This new information will give you more options to manage your energy usage. To access, click on the My Energy button within My Account.

- **Provides detailed energy data:** You can view energy usage in various time-based increments by logging into My Account and clicking the My Energy button. From the My Dashboard screen, click the View My Usage and Cost link to get started. Here you can view your usage data in monthly, daily, hourly and other various intervals. Understanding **when** you use your energy may influence how you use your energy in the future.
- This is also available for non-communicating meters, although it will only be available monthly after the meter is read, whereas the smart meter usage data is available daily (up to the previous day).
- You can choose to use **Green Button**, a secure electronic data service that provides data insights to third-party companies that you choose to work with.
- **Enables personalized savings plan:** Creating a personalized savings plan will help you better manage your energy use and find ways to reduce consumption and save money. For the most accurate, personalized experience, complete the Home Assessment. You can also find rebates, incentives and redeem gift cards as rewards for regular engagement activities within My Energy.
- **Delivers remote capabilities:** One of the reasons we call it a “smart meter” is because we can remotely communicate with the meter. This allows us to troubleshoot if needed, and ensure the meter is working as designed without sending an employee to your home.

Xcel Energy is committed to continuously improving smart meter capabilities. You can expect additional products and services that are enabled by the smart meter as we continue to install smart meters across our service territories.

