

Interruptible Gas Rates Program

Contact Sheet Instructions

This sheet accompanies the current contact information we have on file for you. Please correct or update the information and return it by **Friday, September 30, 2016**. You may update your contacts on the sheet provided with this packet, and then mail it back to us in the enclosed envelope or fax it to **612.318.4703**. Please use the following guidelines when updating the sheet:

- Update the "mail to" information to ensure the program communication materials are delivered to the correct address.
- *You may have up to three contacts, so provide information for only three contacts.* If you only have one or two contacts, please leave the other contacts blank.
- For each contact, provide your work phone number (including extension, if applicable), home phone number, and then choose two other methods of contact (either cell phone, email, numeric pager, text message/pager or fax).
- When entering a text address, provide your cell phone number followed by the cell phone provider. See examples below:
 - AT&T — 222.555.1234@txt.att.net
 - Sprint — 222.555.1234@messaging.sprintpcs.com
 - T-Mobile — 222.555.1234@tmomail.net
 - Verizon — 222.555.1234@vtext.com
- When completing your contact methods, please keep in mind the following information:
 - We will immediately send an email, numeric page and text message to all contacts when we call a peak or energy control event.
 - We will then try contact 1 work phone and then contact 1 cell phone (if provided).
 - If no contact is made after several attempts, Xcel Energy will then try contact 2 work phone and then contact 2 cell phone (if provided).
 - If no contact is made after several attempts, Xcel Energy will then try contact 3 work phone and then contact 3 cell phone (if provided).
 - If no work phone or cell phone contact is made, Xcel Energy will then send a fax to contact 1, contact 2 and contact 3 (if provided).
 - If none of these methods work, we will then contact the home phone numbers.
 - **NOTE:** These contacts will occur in the order described, but will stop once contact has been made. For example, if you select work phone, email, cell phone and home phone as your methods of contact for contact 1, contact 2 and contact 3, when Xcel Energy calls a control event, we will immediately send an email, numeric page and text message to all contacts. After that we will call contact 1 work phone. If we do not get a positive response after several attempts, then we will try contact 1 cell phone several times. If we get a positive response on the cell phone, all further contact methods for contacts 2 and 3 will stop. But if no positive response is made for contact 1 cell phone, we will move on to contact 2 and contact 3, if necessary.

When you have completed the contact information sheet, please send it back to Xcel Energy in the enclosed envelope or fax it to **612.318.4703** by **Friday, September 30, 2016**.