Xcel Energy®

Welcome to the neighborhood!

Picture a powerful partnership

A powerful partnership starts here.

Thank you for starting your service with us, and welcome to the neighborhood. We look forward to powering your business and partnering with you to improve the efficiency of your operations.

Now that you've got a new business location, you also have new energy choices. The information in this booklet provides a snapshot of some of our offerings. Choose how you want to pay your bills. Get tips and tools that'll help you save. Put renewable energy to work in your business. Take decisive actions when there's an outage, and work safely and responsibly around electricity and natural gas. The choices are yours … but we're here to help.

Read on. Get to know us better, make a few quick decisions, and then turn your focus to your new business. We'll bring the energy.

Make an easy energy choice right now.

Grab your bill and enroll in My Account, our online portal. Visit: **xcelenergy.com/MyAccount**.

Download our free mobile app to easily manage your account and report outages (My Account registration is required). Visit: **xcelenergy.com/Mobile_App.**

Table of contents In this guide, you'll find:

Billing and Payment Snapshot:
Know what you'll owe and pay your way

What'll you owe? How it's determined 4

Pay your bill, your way 7

Start here: My Account and eBill 8

Energy Solutions Snapshot:
Power your profits with efficiency

Save energy and money with our rebate programs 10

Free energy advice and support 10

Learn about your building's energy use with MyEnergy 11

Take action today 11

Outage Snapshot:
Lights out? Don't stay in the dark

How to prepare 12

What to do 13

Safety Snapshot:
Precautionary ins and outs

Staying safe outside 14

Staying safe inside 16

Data Privacy:

What we collect and how we use it 17

Contacts:

How to reach us 18

Billing and payment snapshot: Know what you'll owe and pay your way

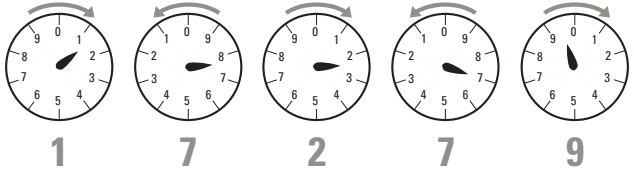
Want to know what you'll owe? Here's how it's determined

Measuring your energy use.

We read your meter once a month and determine the amount of energy you've used by subtracting the previous reading from the current one. Most meters can be read through a wireless signal. If for some reason, yours can't be read automatically, an Xcel Energy meter reader will visit your business up to once a month.

If our meter readers are not able to get to your meter:

- **You can choose to read it yourself.**
  We'll provide forms you can use to record the readings and mail them to us (call to request a supply). We'll still need to directly read your meter once a year.
- **You can provide us with an entrance key.**
  We'll only use it only if your business is closed when we need to read your meter. Call to learn about the measures we take to ensure your key is safe, and make arrangements.



It's easy to read your meter.

Whether or not you choose to record your meter readings, it's still helpful to know how to do it. If your meter is not a digital display, simply read from left to right on the dials, and record the number that each dial pointer has just passed. If the pointer is between two numbers, record the smaller one. On the dials above, the reading is 17279. An electric meter registers your energy use in kilowatt-hours (kWh) and a natural gas meter in hundreds of cubic feet (CCF).

How much do we charge? When will you get a bill?

Because we're an investor-owned energy company, we're regulated by the Public Utility Commission of Texas and they must approve the prices we charge our customers. That said, we strive to be cost-conscious and do everything we can to provide clean, reliable energy at an affordable price. Please take a few minutes to read through our rate brochure that explains the various rates we charge (provided in a separate document) and let us know if you have questions.

Approximately every 30 days, we'll send you a bill for the electricity and/or natural gas your business used during that billing period. You can expect to receive your bill about the same time each month (either on paper, or, if you've elected paperless billing, electronically). If the billing period is longer or shorter than normal, we calculate your bill on a daily basis. If you call about your service, we'll ask for your account number—it's found on your bill. Please have it handy.

For details about reading your bill, visit **xcelenergy.com.**

What happens if you don't pay your bill on time?

We've tried to make it easy for you to keep track of when your bill is due. In fact, we even print the due date in red, and offer reminder email alerts for electronic billing. If you forget, or aren't able to pay the amount due by your next billing date, here's what to expect.

1. Your next bill could contain a Late Payment Charge and an Important Notice. The Important Notice would advise you that your account is past due and may lead to disconnection of your energy, unless the total amount of the bill is paid.

2. If you've received an Important Notice and either don't make a payment or arrangements for payment by the due date, we'll send a Final Notice.

3. This Final Notice is the last notification we'll send before disconnecting service, due to non-payment.

4. If it becomes necessary to disconnect your service because of non-payment, you'll have to pay a reconnection charge to get your service started again.

Protect yourself against scams

Unfortunately, Xcel Energy customers have been victimized by scams targeting people across the states we serve. Scammers claiming to be from Xcel Energy are contacting our customers by phone, email and in person, attempting to trick them into paying money or face consequences, such as their power being turned off.

If you have any doubt about the authenticity of someone claiming to be with Xcel Energy and asking for payment, we recommend that you hang up and call Xcel Energy Business Customer Service at **800.481.4700**.

Need some help with your payment?

Xcel Energy has a variety of payment assistance programs available for qualifying customers, and can also help guide you to other possible sources of assistance. Visit **xcelenergy.com/PaymentAssistance** or call us to learn more.

Pay your bill, your way

We try to make paying your bill as easy as possible with several convenient options. For a complete list of options, please visit **xcelenergy.com/Payment**.

Online

You can access a variety of online payment tools through our My Account portal. Signing up takes just a few minutes (you'll need your account number to access it). After you sign up, choose:

- **eBill**—Go paperless with this popular, flexible option. Pick your payment date and make either a one-time payment or set up recurring payments.
- **AutoPay**—If you like the convenience of automatic payments, but aren't ready to go paperless, consider our Auto Pay. Once you enroll, your billed amount will be automatically deducted from your chosen checking or savings account, right on the due date. You'll still get a paper bill, but won't have to remember to pay it each month. (Note: you can also enroll using an enrollment form, which you can find online or request through our call center.)
- **Electronic Funds Transfer (EFT)** —Allows you to directly transfer money from your account to Xcel Energy via the national banking network.
- **Credit/Debit Card**—Pay with your credit or debit card, for a small fee.

On your mobile

Our mobile app makes it easy to manage your account and pay your bills through your mobile device. Download it for free today or get more information at **xcelenergy.com/Mobile_App**. To sign in, use your My Account username and password. Don't have a My Account username or password, yet? Register through the mobile app or visit **xcelenergy.com/MyAccount**.

Large commercial & industrial customers

- **Electronic Data Interchange (EDI)**—If you're a large business with multiple accounts, EDI lets you receive your energy bill electronically the day after the billing cycle is complete allowing you to better manage your energy expenses. Xcel Energy uses a standard EDI-810 format common to all utilities.

By mail

Of course, you can always choose to mail your payment, by enclosing your check or money order along with the remittance portion of your bill in the return envelope.

Where to start?

Try My Account and eBill.

They're easy to use. Get started in two steps.

1. Log in or enroll at xcelenergy.com/MyAccount.

2. Go to "My Programs" to find eBill and follow the prompts.

Keep an eye on your bill and your budget

Sign up for email or text notices. These handy reminders will help you avoid those "I forgot about the bill" moments and tell you when your payment is applied. Log in to **My Account** and select the "**My Profile & Notifications**" tab to sign up.

Make your payments more predictable

Tired of the ups and downs when it comes to your payment amount? Keep it the same, no matter the month or season. Sign up for our Averaged Monthly Payment plan. Here's how it works.

- We'll take into account your energy costs, historic usage and seasonal changes in energy use to give you a more predictable bill each month.
- During the 12th billing month, we'll settle the difference between what you've paid and the energy you've used. (This could result in either a credit or a charge.)
- Once you've accumulated a year's worth of actual data, we'll average that to set future monthly payments.

Visit **xcelenergy.com/AveragedMonthlyPayment** to learn more and sign up. Questions? Give us a call and we'll be happy to explain it further.

Energy solutions snapshot: Power your profits with efficiency

We realize that energy can be a key budget item for many businesses. As your energy partner, we are committed to providing the necessary resources to cut your energy costs and improve operational efficiency.

Save energy and cut costs

- Check out Saver's Switch®. It's a free program that helps manage short-term spikes in demand for electricity on extremely hot, summer days by cycling your AC on and off.

Sign up and you'll receive a discount of $20 per ton of enrolled air conditioning on your October electric bill each year you participate in the program.

Learn about your building's energy use with MyEnergy

Before taking steps to reduce your energy use, become familiar with how much energy your business uses. As a new or relocated business, now is a great time to establish baseline measures and begin monitoring your energy usage. When you enroll in My Account (our online portal) you'll have access to our free My Energy tool, where you can:

- Get daily readouts of your energy use
- View graphs showing up to 24 months of historical usage
- Receiving energy-saving tips and program and service recommendations to help manage your energy

Free energy advice and support

The energy efficiency specialists in our Business Solutions Center can help you with any of your business energy-saving needs. They want to learn about your business and the challenges you face, and work with you to provide solutions.

- They'll walk you through our programs, explain requirements and discuss different ways to get started.
- You'll get specific recommendations tailored to your business
- And learn about low-cost and no-cost options that you can implement right away
- They'll even help you find discount rate options and energy financing opportunities

Please pass this information along to the person responsible for energy-related decisions in your company.

Take action today

Save money and energy	Find it here
Sign up for Saver's Switch.	**xcelenergy.com/ BusinessSaversSwitch**
Review your energy use with our "**MyEnergy**" tool.	**xcelenergy.com/MyAccount** (log in or enroll, then click the "**MyEnergy**" button found under "**Energy Summary**"
Get free energy efficiency advice	
Contact an energy efficiency specialist.	**855.839.8862 energyefficiency @xcelenergy.com**

Outage snapshot: Lights out? Don't stay in the dark

Our number one goal is to provide clean, efficient and reliable energy. But sometimes Mother Nature, or other factors, can cause a disruption in your electric service. Rest assured, we'll do everything in our power to get yours restored quickly and safely.

Preparing for an outage

Get ahead of an outage now by doing the following:

- Visit **xcelenergy.com/MyAccount** and **sign up for outage text or email notifications** to alert you of any disruptions to your electric service.
- **Follow us on Facebook and/or Twitter** so you quickly get up-to-date information if an outage occurs.
- Visit the outage "**Storm Center**" at **xcelenergy.com/storm_center** for access to helpful resources.
- **Use our mobile app** to easily report outages, view and search outage information, and sign up for outage notifications. Need to download the app? Visit **xcelenergy.com/Mobile_App.**

The restoration process

When an outage happens, we do everything we can to restore power quickly and safely. Here are some things you can do during the restoration process.

- Visit **xcelenergy.com/Outages** and:
  - ›› Report it online to ensure we have the most accurate information for the fastest, safest and most effective response.
  - ›› Visit our electric outage map for updates.
- Keep your business comfortable and safe.
  - ›› Don't open coolers or freezers more often than necessary and wrap them in heavy blankets to delay thawing.
  - ›› Unplug appliances with transistors and turn off or unplug equipment, including computers, copiers, faxes, etc. to help avoid a sudden power surge when service is restored.
  - ›› Leave one light on so you'll know when your power is restored.

What to do if your power goes out

Always report your outage. The sooner we know about it, the sooner we can start working on restoration:

- Visit **xcelenergy.com/Outages** or **download our mobile app** to use our easy reporting tool.
- **Call** our (automated response) electric outage line at **800.895.1999**.

Stay in-the-know. We'll keep you posted on our progress through these online tools.

- Check the outage maps found on **xcelenergy.com/Outages**. See where outages are happening and get estimated restoration times.
- Connect with us on social media to see the latest information on large scale outages from our local team.

Safety snapshot: Precautionary ins and outs

Xcel Energy is committed to informing our customers about how to act safely and responsibly around electricity and natural gas. Please take a few minutes to review the important information below, and visit **xcelenergy.com/Safety** for more detailed safety information.

Staying safe outside

Working and living safely near power lines and natural gas lines.

ALWAYS assume a power line is energized, even one that is lying on the ground. Be very careful when working near electric wires, never allowing yourself, your tools or other objects to come within 10 feet of them. Don't touch power lines, or try to remove dead branches or fallen tree limbs from them.

Signs of a natural gas leak can include:

- A "rotten egg" or sulfur-like odor
- Hissing, whistling or roaring sounds outside near the pipeline or inside near an appliance
- Dirt spraying in the air or continuous bubbling in a pond or a creek
- Unexplained dead or dying vegetation

If you smell, see or hear a suspected natural gas leak, report it quickly once safely away from the area.

Dig safely. Call 811 first.

Contact with buried electric and natural gas lines by a tool or mechanized equipment can damage the line—a dangerous situation. You must call **811 at least two business days** (three days in WI, MI and CO) before you begin to dig, no matter how small the project.

- **Marking underground utility lines.**

  After you call **811**, utilities (electric, gas, cable, etc.) will mark the lines they own free of charge, so you know where you can dig safely. Wait until all utilities mark their lines before you begin.

  Different colored flags, paint or stakes identify the type of buried facility. Damages caused by customers who don't call before digging are costly, and must be paid for by that customer.

- **Maintaining customer-owned natural gas lines.**

  Xcel Energy owns and maintains the natural gas piping from the street to our customers' gas meters, but as the property owner you are responsible for maintaining any natural gas lines from the meter outlet to gas appliances and equipment. In some cases, the meter may be located at your property line or a distance away from your home or business.

  The customer-owned piping may be above or below ground, and buried gas lines may run from the meter to a detached garage, workshop, pool heater, outdoor gas grill, or other locations. Buried gas pipes can leak and metal pipes may corrode with age, causing a potentially dangerous situation. For the sake of safety, please have your buried gas pipes inspected periodically and repair them as needed.

  When excavating near buried gas piping, the piping should be located in advance and the excavation done by hand. You should always call **811** to locate underground lines owned by your utility providers; however, the natural gas piping you own will not be located as part of this process. Licensed plumbing or heating contractors can provide assistance with locating, inspection, repairs and maintenance, if necessary.

- **Permanently marked pipelines.**

  We place permanent pipeline markers along gas transmission pipeline corridors and rights-of-way. But remember: even if a marker is present, you're still required by law to call **811** and wait before you dig. While markers point to a pipeline's nearby presence, they **DO NOT follow a pipeline's exact path or provide its buried depth**.

  Please familiarize yourself with any pipeline marker(s) in your area and their associated emergency numbers (including those that don't belong to Xcel Energy).

Meter Safety.

Keep your meters and other equipment accessible, as our crews may need access to it during an outage. Be sure to keep your natural gas meter and appliance vents clear of ice and snow to avoid a dangerous buildup of pressure in your gas lines or natural gas exposure inside your home. Gently remove any accumulated snow or ice by hand. Gas meters are not grounded, so please don't attempt to use them for grounding electricity.

Staying safe inside

Smell something unusual or bad? It could be natural gas.

If you smell a strange odor (many say it's like rotten eggs or sulfur), it could mean a natural gas leak. If you detect a sudden odor and don't know where it's coming from, quickly leave your building.

Be careful! Any spark can ignite leaking natural gas or create an explosion, so:

- Extinguish anything with a flame.
- Don't turn light switches or electric appliances on or off, or use a garage door opener.
- Don't use your phone until you're safely outside and away from the odor.

When you're outside the building, and away from the odor, call **800.895.2999**, or 911 in an emergency.

Don't smell anything at all? Beware of carbon monoxide.

Unlike natural gas, carbon monoxide (CO) is a poisonous gas with no odor or color. It is the product of incomplete combustion of fuels (including improper ventilation). Carbon monoxide's ill effects are often mistaken for fatigue or flu-like symptoms, such as headaches, nausea, ringing in the ears, dizziness or drowsiness. If you or your coworkers experience any of these symptoms and suspect a carbon monoxide problem, call **911 immediately**. Let the experts check for its presence.

To prevent carbon monoxide poisoning, have your appliances and venting systems inspected at least annually by a professional, and install CO detectors, keeping in mind the following guidelines:

- Choose a detector that is UL approved.
- Choose a model with a test and reset button.
- Buy a detector that uses battery power in the event

Important numbers:

Feel in danger? Call **911.** Downed electric power line? Stay away and call **800.895.1999** to report it immediately.

Need to dig? Call **811** before you dig.

Smell something unusual? Get out. Once you're outside and safely away, call us at **800.895.2999** or call 911.

Data privacy: What we collect and how we use it

Your privacy is important to us

We know that the privacy of your personal information is important to you, and that makes it an important part of how we do business. That's why we maintain privacy policies and take actions to safeguard your personal information and that of your employees.

The information we collect to set up and maintain your account.

We collect information such as contact information, usernames, IDs and passwords for accounts you establish on our websites, billing and payment details that you provide to us, such as financial account information or your social security number.

We use this information to provide you with electric and/or natural gas service. Specifically, to establish and verify your identity, and to manage your account and the billing process for the energy products and services we provide to you. We also use it to communicate with you, respond to your questions, improve our service and energy product offerings, protect against fraud, and comply with legal requirements.

We know some of the information we collect about you is very sensitive; for example, personally identifiable information, such as your social security number and we treat it differently for that reason. While we ask you to provide your social security number to verify your identity when establishing an account with us, we will only keep the full social security number for about 60 days. After that, we will purge all but the last four digits. We continue to use the last four digits to help us validate your identity on an ongoing basis when you contact us or want to take action on your account.

You can ask to review your personally identifiable information or to have us to delete your full social security number from our system at any time.

More information.

To review our Privacy Policy in its entirety, visit **xcelenergy.com**. If you have questions or comments about our privacy policy or practices, please call us at **800.895.4999** or send an email to **inquire@xcelenergy.com**.

Contacts: How to reach us

Whether you want to get to know us better, find ways to save money, sign up for a billing and payment program, report an outage, or ask a question, there are a number of ways you can reach us.

- **Click,** visit

xcelenergy.com/Business

- **Call**

Electric Emergency/Power Outage **800.895.1999**

Gas Emergency/Gas Odor **800.895.2999**

Residential Customer Service **800.895.4999**

Business Solutions Center (8 a.m. – 5 p.m.) **800.481.4700**

Energy Efficiency Specialists in the BSC **855.839.8862**

In any medical emergency, always call **911**.

- **Email**, send comments and questions to:

bsc@xcelenergy.com

- **Write**

Direct **customer account related requests** or questions to:

P.O. Box 8
Eau Claire, WI 54702

- Send **your payment** to this address:

Xcel Energy
PO Box 9477
Minneapolis, MN 55484-9477

The Public Utilities Commission of Texas regulates Xcel Energy and is available for mediation upon written request.

Public Utilities Commission of Texas
Office of Consumer Protection
P.O. Box 13326
Austin, TX 78711-3326
Call: 1-888-782-8477
Internet: puc.state.tx.us

Printed on recycled paper.

Xcel Energy®

RESPONSIBLE BY NATURE®

xcelenergy.com | © 2017 Xcel Energy Inc. | Xcel Energy is a registered trademark of Xcel Energy Inc. | 17-07-620 | TX-BUS-E-7003