Xcel Energy®

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**.

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

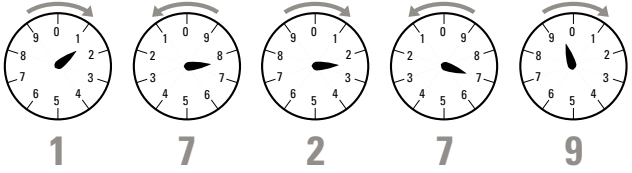
Want to know what you'll owe? Here's how it's determined.

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 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 Wisconsin Public Service Commission 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 **1-800-481-4700**.

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/BillWise**.

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.

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 $3 per kW of enrolled air conditioning on your energy bills from January through December.

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

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

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
- Receive energy-saving tips and program and service recommendations to help manage your energy

Helping support a cleaner, healthier community

Businesses like yours can buy renewable energy through Windsource®, one of the nation's leading voluntary green power programs. More and more companies are using renewable energy in their sustainability plans. With Windsource we make it easy to help meet your environmental goals.

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**"
Be a Little Greener	
Enroll in Windsource.	**xcelenergy.com/ BusinessWindsource**
Get Free Energy Efficiency Advice	
Contact an energy efficiency specialist.	**1-855-839-8862 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/Outages** for access to helpful resources.

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** to use our easy reporting tool.
- **Call** our (automated response) electric outage line at **1-800-895-1999**.

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 outage information 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. Whether you're facing downed or low-hanging power lines, a natural disaster or a suspicious smell, we want to help you meet the challenge, inside and outside your business.

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.

Don't take power lines for granted. Remind your workers and contractors to never allow a ladder, antenna, aluminum siding, rain gutters or other tools or objects to come within 10 feet of electric wires. Never touch power lines, try to remove dead branches, or pull tree limbs away from them.

Dig safely. Call 8-1-1 first.

Buried natural gas lines, and, in some areas, buried electric wires, provide energy to your business. Any tool, like a shovel or mechanized equipment, can damage a buried line—a dangerous situation. That's why you must call **8-1-1** before you begin to dig, no matter how small the project. By calling and arranging to have the location of our lines marked, you'll know what's below ground, before digging begins. So be sure to plan ahead.

Marking underground utility lines.

At least two business days before you plan to dig, call **8-1-1** to arrange to have utility lines located and marked. We'll mark our utility-owned lines, free of charge. Other utilities will mark their lines too, so be sure to wait until all are identified before you begin.

Colored flags, paint or stakes are placed to identify the type of buried facility. Red markings indicate electric, while yellow points to pipelines, including natural gas. Damages caused by customers who don't call before digging is costly, and must be paid for by that customer.

- **Unmarked, customer-owned lines.**

  Xcel Energy can't mark underground lines that are owned or have been installed by our customers (such as for underground sprinklers, or a gas line to a barbecue grill, garage heater, pool, yard lighting, etc.). If you have these types of customer-installed lines, you're responsible for marking and maintaining them.

- **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 **8-1-1** 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**. Buried depth varies, changing over time due to landscaping and erosion.

  All markers provide the pipeline company's name, the product(s) it carries, and the 24-hour emergency contact number. Please familiarize yourself with any pipeline marker(s) in your area and their associated emergency numbers (including those that don't belong to us).

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 **1-800-895-2999**, or 9-1-1 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 **9-1-1 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.

Sewer or septic line clogged? Call before you clear.

If you suspect a sewer or septic line blockage in your home or business, be sure to call us (or your natural gas provider if it's not us) on our 24-hour gas emergency line, **1-800-895-2999**, before anyone attempts to clear it.

While most problems are caused by tree roots or line breaks, there's a slight possibility that a natural gas pipe could have inadvertently been installed through your sewer or septic line. Mechanical equipment used to unclog the lines can penetrate the pipe and lead to a dangerous release of natural gas.

When you call, we'll examine our records to determine if any potential conflicts exist between our natural gas pipe and your sewer or septic lines and whether an in-line camera inspection is needed. We provide this service at no cost to our customers.

Important Numbers:

Feel in danger? Call **9-1-1.**

Downed electric power line? Stay away and call **1-800-895-1999** to report it immediately.

Need to dig? Call **8-1-1** before you dig.

Smell something unusual? Get out.
Once you're outside and safely away,
call us at **1-800-895-2999** or call 9-1-1.

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 **1-800-481-4700** or send an email to **bsc@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

Email, send comments and questions to:

bsc@xcelenergy.com

Call

Electric Emergency/Power Outage **1-800-895-1999**

Gas Emergency/Gas Odor **1-800-895-2999**

Residential Customer Service (24 hours)..... **1-800-895-4999**

Business Solutions Center (8 a.m. – 5 p.m.)..... **1-800-481-4700**

Energy Efficiency Specialists in the BSC **1-855-839-8862**

In any medical emergency, always call **9-1-1**.

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

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