



414 Nicollet Mall
Minneapolis, Minnesota 55401-1932

June 2007

You've registered and don't see confirmation?
You passed the test and haven't received confirmation?
You registered (passed the assessment) with the GRE cooperatives and want to register with Xcel Energy?
You are having problems with the assessment?
You haven't received confirmation about taking the test?

For these and other questions, please contact our vendor directly:

<p>Phone: 1-888-655-4822, select option 2, then ext. 119 Email: xcel@hvacreducation.net</p>
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Whether you email or call, you must have the following information ready so that we may better serve you:

1. Your **business name**
2. Your **name**
3. A **phone number** where you can be reached
4. The name of the **field technician** registered to take the assessment (spell their last name)
5. The **field technician's email address** entered during the registration process (spell out the email address)

Business hours are 8 a.m. – 5 p.m. CT, Monday through Friday.

Someone will respond to your phone call or email within 24 hours during the workweek.

Questions **not** concerning the online registration or the assessment should be directed to our contractor's hotline at **1-800-723-5798**.