

**MINNESOTA GAS RATE BOOK - MPUC NO. 2**

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**CUSTOMER BILLS  
TABLE OF CONTENTS**

Section No. 8  
Original Sheet No. TOC  
(Renumbered from Sheet No. 1)

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The Company's standard customer billing forms and notices are described below. Copies of the forms are shown on the following sheets in the order listed.

<u>Item</u>	<u>Sheet No.</u>	
1. Standard Customer Bill Form .....	8-2	T
2. Automatic Payment Plan Customer Bill Form.....	8-3	T
3. Reminder Notice Bill Form.....	8-4	T
4. Disconnection Notice Bill Form.....	8-6	T
5. Standard Billing Form Back.....	8-7	N

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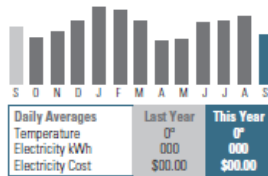
Date Filed:	10-23-09	By: Judy M. Pofert	Effective Date:	04-05-10
		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	E,G002/M-09-1241		Order Date:	04-05-10

**STANDARD CUSTOMER BILL**

Section No. 8  
 6th Revised Sheet No. 2



**YOUR MONTHLY ELECTRICITY USAGE**



**QUESTIONS ABOUT YOUR BILL?**

See our website: [xcelenergy.com](http://xcelenergy.com)  
 Email us at: [Customerservice@xcelenergy.com](mailto:Customerservice@xcelenergy.com)  
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.  
 Please Call: 1-800-895-4999  
 Hearing Impaired: 1-800-895-4949  
 Español: 1-800-687-8778  
 Or write us at: XCEL ENERGY  
 PO BOX 8  
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

**SUMMARY OF CURRENT CHARGES** (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
<b>Current Charges</b>			<b>\$00.00</b>

**ACCOUNT BALANCE** (Balance de su cuenta)

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 <b>CR</b>
Balance Forward		\$00.00
Current Charges		\$00.00
<b>Amount Due</b> (Cantidad a pagar)		<b>\$00.00</b>

**INFORMATION ABOUT YOUR BILL**

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 \*\*5 DGT  
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER  
 ADDRESS LINE 2  
 ADDRESS LINE 3  
 ADDRESS LINE 4  
 1234 ANY STREET  
 ANY CITY, MN 00000-0000

XCEL ENERGY  
 P.O. BOX 9477  
 MPLS, MN 55484-9477

003077310 00977701910003077310324

(Continued on Sheet No. 8-2.1)

Date Filed: 02-01-19 By: Christopher B. Clark Effective Date: 03-27-19  
 President, Northern States Power Company, a Minnesota corporation  
 Docket No. E,G002/M-19-134 Order Date: 03-27-19

Northern States Power Company, a Minnesota corporation  
 Minneapolis, Minnesota 55401

**MINNESOTA GAS RATE BOOK - MPUC NO. 2**

**STANDARD CUSTOMER BILL (Continued)**

Section No. 8  
 1st Revised Sheet No. 2.1

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000  
 NEXT READ DATE: MM/DD/YY

**NATURAL GAS SERVICE DETAILS**

PREMISES NUMBER: 1234567890  
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

**NATURAL GAS ADJUSTMENTS**

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

**NATURAL GAS CHARGES**

**RATE: Residential Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
<b>Subtotal</b>				<b>\$00.00</b>
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
<b>Total</b>				<b>\$00.00</b>

CUSTOMER  
 MESSAGING

CUSTOMER  
 MESSAGING

(Continued on Sheet No. 8-2.2)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date: 11-02-17  
 President, Northern States Power Company, a Minnesota corporation  
 Docket No. E,G002/M-17-553 Order Date: 11-02-17

**MINNESOTA GAS RATE BOOK - MPUC NO. 2**

**STANDARD CUSTOMER BILL (Continued)**

Section No. 8  
1st Revised Sheet No. 2.2

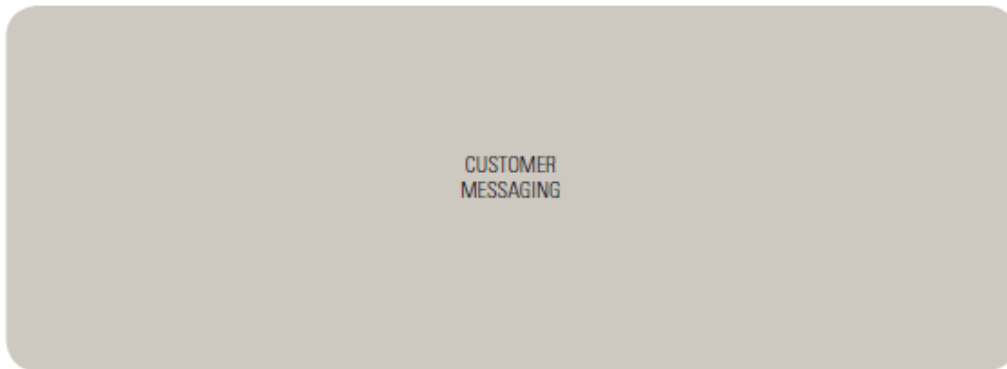
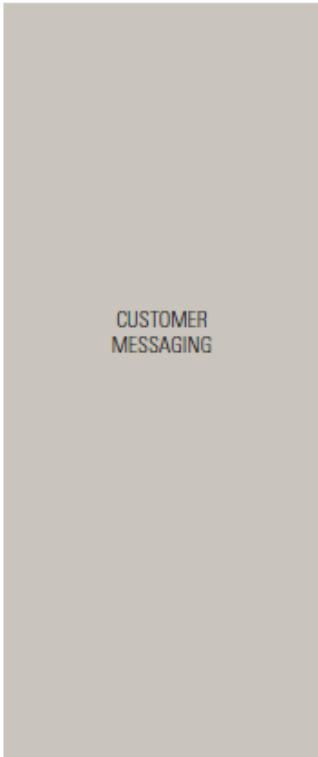


PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

**INFORMATION ABOUT YOUR BILL**

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.



**AUTOMATIC PAYMENT PLAN CUSTOMER BILL**

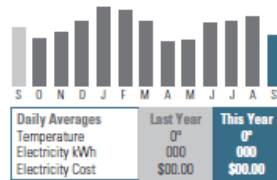
Section No. 8  
 6th Revised Sheet No. 3



NORTHERN STATES POWER COMPANY PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

**YOUR MONTHLY ELECTRICITY USAGE**



**QUESTIONS ABOUT YOUR BILL?**

See our website: [xcelenergy.com](http://xcelenergy.com)  
 Email us at: [Customerservice@xcelenergy.com](mailto:Customerservice@xcelenergy.com)  
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.  
 Please Call: 1-800-895-4999  
 Hearing Impaired: 1-800-895-4949  
 Español: 1-800-687-8778  
 Or write us at: XCEL ENERGY  
 PO BOX 8  
 EAU CLAIRE WI 54702-0008



**SUMMARY OF CURRENT CHARGES** (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
<b>Current Charges</b>		<b>\$00.00</b>
<b>ACCOUNT BALANCE</b> (Balance de su cuenta)		
Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	- \$00.00 <b>CR</b>
Balance Forward		\$00.00
Current Charges		\$00.00
<b>Amount Due</b> (Cantidad a pagar)		<b>\$00.00</b>

**INFORMATION ABOUT YOUR BILL**

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 \*\*5 DGT  
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER  
 ADDRESS LINE 2  
 ADDRESS LINE 3  
 ADDRESS LINE 4  
 1234 ANY STREET  
 ANY CITY, MN 00000-0000

XCEL ENERGY  
 P.O. BOX 9477  
 MPLS, MN 55484-9477

003077310 00977701910003077310324

(Continued on Sheet No. 8-3.1)

Date Filed: 02-01-19 By: Christopher B. Clark Effective Date: 03-27-19  
 President, Northern States Power Company, a Minnesota corporation  
 Docket No. E,G002/M-19-134 Order Date: 03-27-19

**MINNESOTA GAS RATE BOOK – MPUC NO. 2**

**AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)**

Section No. 8  
 1st Revised Sheet No. 3.1

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000  
 NEXT READ DATE: MM/DD/YY

**NATURAL GAS SERVICE DETAILS**

PREMISES NUMBER: 1234567890  
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (90 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

**NATURAL GAS ADJUSTMENTS**

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

**NATURAL GAS CHARGES**

**RATE: Residential Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
<b>Subtotal</b>				<b>\$00.00</b>
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
<b>Total</b>				<b>\$00.00</b>

CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING

(Continued on Sheet No. 8-3.2)

Northern States Power Company, a Minnesota corporation  
Minneapolis, Minnesota 55401

**MINNESOTA GAS RATE BOOK – MPUC NO. 2**

**AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)**

Section No. 8  
1st Sheet No. 3.2



PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

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CUSTOMER  
MESSAGING

**INFORMATION ABOUT YOUR BILL**

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Follow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER  
MESSAGING

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date: 11-02-17  
President, Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-17-553 Order Date: 11-02-17

**REMINDER BILL NOTICE**

Section No. 8  
 6th Revised Sheet No. 4



NORTHERN STATES POWER COMPANY PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$0.00

**Your Account is Overdue – Please Pay Immediately**

**YOUR MONTHLY ELECTRICITY USAGE**



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

**SUMMARY OF CURRENT CHARGES** (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Non-Recurring Charges / Credits			\$00.00
<b>Current Charges</b>			<b>\$00.00</b>

**ACCOUNT BALANCE** (Balance de su cuenta)

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
<b>Amount Due</b> (Cantidad a pagar)		<b>\$00.00</b>

**QUESTIONS ABOUT YOUR BILL?**

See our website: [xcelenergy.com](http://xcelenergy.com)  
 Email us at: [Customerservice@xcelenergy.com](mailto:Customerservice@xcelenergy.com)

Call Mon - Fri 7 a.m.–7 p.m. or Sat 9 a.m.–5 p.m.  
 Please Call: 1-800-895-4999  
 Hearing Impaired: 1-800-895-4949  
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY  
 PO BOX 8  
 EAU CLAIRE WI 54702-0008



**INFORMATION ABOUT YOUR BILL**

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$0.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.

Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 \*\*5 DGT  
  
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER  
 ADDRESS LINE 2  
 ADDRESS LINE 3  
 ADDRESS LINE 4  
 1234 ANY STREET  
 ANY CITY, MN 00000-0000

XCEL ENERGY  
 P.O. BOX 9477  
 MPLS, MN 55484-9477

003077310 00977701910003077310324  
 (Continued on Sheet No. 8-4.1)

Date Filed: 02-01-19 By: Christopher B. Clark Effective Date: 03-27-19  
 President, Northern States Power Company, a Minnesota corporation  
 Docket No. E,G002/M-19-134 Order Date: 03-27-19



**MINNESOTA GAS RATE BOOK – MPUC NO. 2**

REMINDER BILL NOTICE (Continued)

Section No. 8  
 1st Revised Sheet No. 4.1



PAGE 2 of 4

SERVICE ADDRESS		ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000		51-1234567890-1		MM/DD/YYYY
		STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
		0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000  
 NEXT READ DATE: MM/DD/YY

**NATURAL GAS SERVICE DETAILS**

PREMISES NUMBER: 1234567890  
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER: 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (90 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

**NATURAL GAS ADJUSTMENTS**

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

**NATURAL GAS CHARGES**

**RATE: Residential Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
<b>Subtotal</b>				<b>\$00.00</b>
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
<b>Total</b>				<b>\$00.00</b>

CUSTOMER  
 MESSAGING

CUSTOMER  
 MESSAGING

(Continued on Sheet No. 8-4.2)

Northern States Power Company, a Minnesota corporation  
Minneapolis, Minnesota 55401

**MINNESOTA GAS RATE BOOK – MPUC NO. 2**

**REMINDER BILL NOTICE (Continued)**

Section No. 8  
1st Revised Sheet No. 4.2



PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

**NON-RECURRING CHARGES / CREDITS DETAILS**

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
<b>Total</b>	<b>\$00.00</b>

**INFORMATION ABOUT YOUR BILL**

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date: 11-02-17  
President, Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-17-553 Order Date: 11-02-17

Northern States Power Company, a Minnesota corporation  
Minneapolis, Minnesota 55401

**MINNESOTA GAS RATE BOOK – MPUC NO. 2**

**DISCONNECTION BILL NOTICE**

Section No. 8  
3rd Revised Sheet No. 6



Northern States Power Company d/b/a Xcel Energy  
P.O. Box 9477  
Mpls., MN 55484-9477  
1-800-895-4999 TDD 1-800-895-4949 02/11/2016

00147 1-1

Service Address:

Account Number:

**DISCONNECTION NOTICE  
And Statement of Customer Rights and Information**

Dear :

Your natural gas and/or electricity will be disconnected if we do not receive payment or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount of \$ by 01/15/2016. Note that this amount **DOES NOT** include your current month's bill.
- Making payment arrangements with us by 01/15/2016.

Please contact us immediately at 1-800-895-4999 if you feel you received this in error, if payment has already been made, to make the required payment or to set payment arrangements.

If your service is disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

**DISCONNECTION NOTICE**

IS POSSIBLE QUEL PRESENTIAMO NO REFLECTOR OLTREI 5 PAGINE

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Jan. 15, 2016	\$ Thank you!	

Please Return This Portion With  
Your Payment To:

..... manifest line .....

XCEL ENERGY  
P O BOX 9477  
MPLS, MN 55484 9477

(Continued on Sheet No. 8-6.1)

Date Filed:	04-27-16	By: Christopher B. Clark	Effective Date:	07-05-16
Docket No.	E,G002/M-16-358	President, Northern States Power Company, a Minnesota corporation	Order Date:	07-05-16

**MINNESOTA GAS RATE BOOK - MPUC NO. 2**

**DISCONNECTION NOTICE BILL (Continued)**

Section No. 8  
2nd Revised Sheet No. 6.1

**IMPORTANT PHONE NUMBERS**

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service:*	800.895.4999	7 a.m.–7 p.m., Mon.–Fri. 9 a.m.–5 p.m., Sat.
Business Solutions Center:*	800.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	800.895.4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

**IMPORTANT ADDRESSES**

<u>General Inquiries*</u>	<u>Payments</u>
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

\*Register any inquiry or complaint at the above.

**GOVERNING REGULATORY AGENCIES**

**Minnesota** — The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101—800.657.3782  
<http://mn.gov/puc/>

**South Dakota** — The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070—800.332.1782  
<http://puc.sd.gov/>

**North Dakota** — The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPSC: 600 E. Blvd, Dept. 408, Bismarck, ND 58505—877.245.6685  
<http://psc.nd.gov/>

**PAYMENT OPTIONS** *Learn more at [xcelenergy.com/payment](http://xcelenergy.com/payment)*

**Standard Payment Options:** (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, view energy usage and access account information.
- **Auto Pay** — Automatically pay your bill directly from your bank account.
- **Bank View and Pay** — View and pay your bills online through a third-party vendor.
- **Pay By Phone** — Make your payment by phone from your checking or savings account by calling 800.895.4999.
- **Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

**Other Payment Options** (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.
- **Electronic Check Conversion** — When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date: 11-02-17  
President, Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-17-553 Order Date: 11-02-17

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	<b>General Inquiries*</b>	<b>Payments:</b>
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	800.895.4999	7 a.m. – 7 p.m., Mon.–Fri. 9 a.m. – 5 p.m., Sat.	P.O. Box 8	P.O. Box 9477
Business Solutions Center*	800.461.4700	8 a.m. – 5 p.m., Mon.–Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TTY/TTY	800.895.4949	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.
Call Before You Dig	811	24 hours, 7 days a week		

\*Register any inquiry or complaint at the above.

**GENERAL INFORMATION**

**City Fees**  
 A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.

**Electronic Check Conversion**  
 When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

**Environmental Information**  
 Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

**Estimated Bills**  
 Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.

**Governing Regulatory Agency**  
 The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 – <http://mn.gov/puc/>.

**Late Payment Charge**  
 Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.

**Payment Responsibility**  
 If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 800.895.4999.

**Further information is available to customers upon request.**

**ABOUT YOUR ELECTRIC RATES**

**Affordability Charge**  
 A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.

**Basic Service Charge**  
 Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

**Conservation Improvement Programs**  
 Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

**Deceptive Adjustment**  
 A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.

**Demand Charge**  
 Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15-minute kW demand during the billing period.

**Energy Charge**  
 Charge per kWh of electricity usage to recover the variable costs of producing energy.

**Fuel Cost Charge**  
 Charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.

**kWh**  
 One kilowatt-hour (kWh) is a unit of electrical usage. One kWh equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-watt light bulb for 10 hours.

**Mercury Cost Recovery**  
 Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.

**Renewable Development Fund**  
 Minnesota law requires Xcel Energy to allocate money to support research and development of renewable energy technologies, grid modernization, and other projects that increase system efficiency.

**Renewable Energy Standard**  
 Minnesota law allows Xcel Energy to recover the costs of new renewable generation.

**Resource Adjustment**  
 This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.

**State Energy Policy**  
 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

**Transmission Cost Recovery**  
 Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

**Windsource®**  
 Windsource is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsource blocks (100 kWh each) or choose a 100% Windsource option.

**ABOUT YOUR NATURAL GAS RATES**

**Basic Service Charge**  
 Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

**Charge per therm**  
 Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.

**Conservation Improvement Programs**  
 Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

**Distribution Charge**  
 Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.

**Gas Affordability Program**  
 A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

**Gas Utility Infrastructure Costs**  
 Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.

**Heat Content Adjustment**  
 Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.

**New Area Service/Extension Surcharge**  
 Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service extension policy.

**Pressure Correction Adjustment**  
 Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

**Resource Adjustment**  
 This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.

**State Energy Policy**  
 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

**Therm**  
 A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

**PAYMENT OPTIONS** *Learn more at [xcelenergy.com/payment](http://xcelenergy.com/payment)*

**Standard Payment Options:** (No fees apply)

- **My Account/Bill/Mobile App** — View/pay your bill electronically, view energy usage and access account information.
- **Auto Pay** — Automatically pay your bill directly from your bank account.
- **Pay By Phone** — Make your payment by phone from your checking or savings account by calling 800.895.4999.
- **Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- **Bank View and Pay** — View and pay your bills online through a third-party vendor.

**Other Payment Options** (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** — Pay with your credit or debit card electronically in My Account/Bill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.  
*Learn more at [xcelenergy.com/MyAccount](http://xcelenergy.com/MyAccount)*