

**CUSTOMER BILLS**  
**TABLE OF CONTENTS**

Section No. 8  
2nd Revised Sheet No. TOC

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


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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  
3rd Revised Sheet No. 2



**YOUR MONTHLY ELECTRICITY USAGE**



Month	Usage (kWh)
S	120
E	110
P	130
T	140
O	150
N	140
V	130
E	120
R	110
O	100
S	110
E	120
A	130
G	140




Category	Last Year	This Year
Daily Average Temperature	55°	58°
Electricity kWh	1000	1100
Electricity Cost	\$100.00	\$110.00

**QUESTIONS ABOUT YOUR BILL?**

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

Call 24 hours a day, 7 days a week:  
Please Call: 1-800-895-4999  
Hearing Impaired: 1-800-895-4949  
Spanish: 1-800-687-8778

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



NORTHERN STATES POWER COMPANY

MAILING 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
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

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

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

**ACCOUNT BALANCE**

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	-\$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00


**INFORMATION ABOUT YOUR BILL**

For an average residential customer 56% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

**We noticed you haven't signed up online...**

We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit [xcelenergy.com](http://xcelenergy.com)

Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit [MyAccount.xcelenergy.com](http://MyAccount.xcelenergy.com) today.



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

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						
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

Date Filed:	06-15-12	By: David M. Sparby	Effective Date:	08-28-13
		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	E,G002/M-12-608		Order Date:	11-05-12

**STANDARD CUSTOMER BILL (Continued)**

Section No. 8  
Original Sheet No. 2.1



MAILING 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
		0123456789	MM/DD/YYYY
			AMOUNT DUE
			\$00.00

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

**ELECTRICITY SERVICE DETAILS**

PREMISES NUMBER: 1234567890  
INVOICE NUMBER: 1234567890

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 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES		RATE: Residential Service		
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Reg Fac Sundg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsource Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

**STANDARD CUSTOMER BILL (Continued)**

Section No. 8  
Original Sheet No. 2.2



MAILING 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.

**SIGN UP FOR SAVER'S SWITCH®**

Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?


CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING


Date Filed:	06-15-12	By: David M. Sparby	Effective Date:	08-28-13
		President and CEO of Northern States Power Company, a Minnesota corporation		
Docket No.	E,G002/M-12-608		Order Date:	11-05-12

**AUTOMATIC PAYMENT PLAN CUSTOMER BILL**

Section No. 8  
3rd Revised Sheet No. 3



**YOUR MONTHLY ELECTRICITY USAGE**






	Last Year	This Year
Daily Average Temperature	50°	55°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

**QUESTIONS ABOUT YOUR BILL?**

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

Call 24 hours a day, 7 days a week:  
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 54602-0008



NORTHERN STATES POWER COMPANY

MAILING 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
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

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

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

**ACCOUNT BALANCE**

	As of MM/DD	\$00.00
Previous Balance	eBill MM/DD	\$00.00 CR
Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

**INFORMATION ABOUT YOUR BILL**

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit [MyAccount.xcelenergy.com](http://MyAccount.xcelenergy.com) today.



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

Your bill is paid through an automated bank payment plan.

NOVEMBER						
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	31				

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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 0097701910003077310324

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

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

Section No. 8  
Original Sheet No. 3.1



CUSTOMER  
MESSAGING

PAGE 2 of 4

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

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

**ELECTRICITY SERVICE DETAILS**

PREMISES NUMBER: 1234567890  
INVOICE NUMBER: 1234567890

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 Estimate	00000 Actual	000 kWh

**ELECTRICITY CHARGES**

**RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Reg Fac Sundrg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsor Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Enc Summer/Winter	000	kWh	- \$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
<b>Subtotal</b>				<b>\$00.00</b>
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
<b>Total</b>				<b>\$00.00</b>

CUSTOMER  
MESSAGING

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

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

Section No. 8  
Original Sheet No. 3.2



MAILING 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.

**SIGN UP FOR SAVER'S SWITCH®**  
Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch!

CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

**REMINDER NOTICE BILL**

Section No. 8  
3rd Revised Sheet No. 4



**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 24 hours a day, 7 days a week  
Please Call: 1-800-895-4999  
Hearing Impaired: 1-800-895-4949  
Español: 1-800-887-8778

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



NORTHERN STATES POWER COMPANY

PAGE 1 of 8

MAILING 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
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

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

**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
Current Charges			\$00.00

**ACCOUNT BALANCE**

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

**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.

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

**We noticed you haven't signed up online...**

We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit [xcelenergy.com](http://xcelenergy.com)

RETURN BOTTOM PORTION WITH YOUR PAYMENT PLEASE DO NOT DISCARD, TAP OR PUNCH HERE



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

DATE											
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	31					

80 FP 1 B 1 1 A 10061 10061 \*\*\*DIGT  
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

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

**REMINDER NOTICE BILL (Continued)**

Section No. 8  
Original Sheet No. 4.1



PAGE 2 of 4

MAILING 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
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

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

**ELECTRICITY SERVICE DETAILS**

PREMISES NUMBER: 1234567890  
INVOICE NUMBER: 1234567890

METER READING INFORMATION			
METER NUMBER: 880000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 MWh

**ELECTRICITY CHARGES**

**RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Reg Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsource Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Enc Summer/Winter	000	kWh	- \$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 CR
Environment Imprint Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
<b>Subtotal</b>				<b>\$00.00</b>
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
<b>Total</b>				<b>\$00.00</b>

CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

**REMINDER NOTICE BILL (Continued)**

Section No. 8  
Original Sheet No. 4.2



PAGE 2 of 4

MAILING 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
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

**NON-RECURRING CHARGES / CREDITS DETAILS**

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$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.

**SIGN UP FOR SAVER'S SWITCH®**

Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?

CUSTOMER  
MESSAGING

CUSTOMER  
MESSAGING

Date Filed: 06-15-12 By: David M. Sparby Effective Date: 08-28-13  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-12-608 Order Date: 11-05-12

Northern States Power Company, a Minnesota corporation  
and wholly owned subsidiary of Xcel Energy Inc.  
Minneapolis, Minnesota 55401

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

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**IMPORTANT NOTICE BILL FORM**

Section No. 8  
1st Revised Sheet No. 5

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**CANCELED**

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Date Filed:	11-02-05	By: Cynthia L. Leshner	Effective Date:	02-01-07
		President and CEO of Northern States Power Company		
Docket No.	E002/GR-05-1428		Order Date:	09-01-06

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**DISCONNECTION NOTICE BILL**

Section No. 8  
2nd 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

C0147-1-1

00/00/000

Service Address: 1234 ANY STREET  
ANY CITY, MN 00000-0000  
Account Number: 52-1234567-1

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

Dear John E. Customer

Your natural gas and/or electricity will be disconnected if we do not receive a payment of \$000.00 by 00/00/0000 or if you do not take immediate steps to remedy your past due balance. If your service is disconnected for nonpayment, you will have to pay a reconnection charge, and you may have to pay a deposit and additional shut off charges. You can avoid disconnection by taking one of the following steps:

- Paying your past due amount \$000.00 by 00/00/0000. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by 00/00/0000.

**Please contact us immediately at 1-800-895-4999 to make payment arrangements or if you believe there is an error.**

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**

ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
52-1234567-1	00/00/000	\$000.00 Thank You!	

Please Return This Portion With  
Your Payment To:

----- manifest line -----  
|||||

JOHN E. CUSTOMER  
1234 ANY STREET  
ANY CITY, MN 00000-0000

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

00000000 00000000 000000000000000000000000

Date Filed: 07-20-10 By: Judy M. Pofert Effective Date: 09-23-10  
President and CEO of Northern States Power Company, a Minnesota corporation  
Docket No. E,G002/M-10-809 Order Date: 09-23-10

**STANDARD BILLING FORM BACK**

Section No. 8  
5th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week	<b>General Inquiries*</b>	<b>Payments</b>
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service:	1-800-895-4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center:	1-800-481-4700	8am - 5pm, Mon - Fri	East Chaska, MN 55424-0008	Minneapolis, MN 55484-9477
TDD/TTY	1-800-895-4949	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.
Call Before You Dig	811	8am - 5pm, Mon - Fri		

\*Register any inquiry or complaint at the above.

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**GENERAL INFORMATION**

<b>City Fees</b> A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.	<b>Governing Regulatory Agency</b> 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 - <a href="http://www.puc.state.mn.us">www.puc.state.mn.us</a> .
<b>Electronic Check Conversion</b> 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.	<b>Late Payment Charge</b> 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.
<b>Environmental Information</b> Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at <a href="http://www.xcelenergy.com">www.xcelenergy.com</a> . You can also contact the Minnesota Department of Commerce at <a href="http://www.commerce.state.mn.us">www.commerce.state.mn.us</a> or the Minnesota Pollution Control Agency at <a href="http://www.pca.state.mn.us/programs/electricity.html">www.pca.state.mn.us/programs/electricity.html</a> .	<b>Payment Responsibility</b> 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 1-800-895-4999.
<b>Estimated Bills</b> 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.	<b>Further information is available to customers upon request.</b>

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**ABOUT YOUR ELECTRIC RATES**

<b>Affordability Charge</b> A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.	<b>Mercury Cost Recovery</b> Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.
<b>Basic Service Charge</b> Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)	<b>Renewable Development Fund</b> Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.
<b>Conservation Improvement Programs</b> Minnesota law requires Xcel Energy to invest in programs that help customers save energy.	<b>Renewable Energy Standard</b> Minnesota law allows Xcel Energy to recover the costs of new renewable generation.
<b>Demand Charge</b> 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.	<b>Resource Adjustment</b> This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.
<b>Energy Charge</b> Charge per kWh of electricity usage to recover the variable costs of producing energy.	<b>State Energy Policy</b> Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.
<b>Environmental Improvement Rider</b> Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.	<b>Transmission Cost Recovery</b> Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.
<b>Fuel Clause Adjustment</b> 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.	<b>WindsorSource®</b> WindsorSource® is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of WindsorSource® blocks (100 kWh each) or choose a 100% WindsorSource® option.
<b>kWh</b> 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.	

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**ABOUT YOUR NATURAL GAS RATES**

<b>Basic Service Charge</b> Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)	<b>Heat Content Adjustment</b> 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.
<b>Charge per therm</b> 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.	<b>New Area Service/Extension Surcharge</b> 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.
<b>Conservation Improvement Programs</b> Minnesota law requires Xcel Energy to invest in programs that help customers save energy.	<b>Pressure Correction Adjustment</b> 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.
<b>Distribution Charge</b> 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.	<b>Resource Adjustment</b> This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.
<b>Gas Affordability Program</b> 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.	<b>State Energy Policy</b> Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.
<b>Gas Utility Infrastructure Costs</b> 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.	<b>Therm</b> 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.

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**PAYMENT OPTIONS**

<b>Standard Payment Options:</b> (No fees apply) • <b>My Account/eBill™</b> - View/pay your bill online, view energy usage and access account information. • <b>Auto Pay</b> - Automatically pay your bill directly from your bank account. • <b>Quick Pay</b> - Make a payment through <a href="http://xcelenergy.com">xcelenergy.com</a> . • <b>Pay by Phone</b> - Make your payment by phone from your checking or savings account by calling 1-800-895-4999. • <b>Pay by Mail</b> - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.	• <b>Online View and Pay</b> - View and pay your bills online through a third-party vendor.  <b>Other Payment Options</b> (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.) • <b>Credit/Debit Card Payment</b> - Use your credit or debit card either online or by calling 1-888-747-1523. • <b>Pay Stations</b> - Pay your bill in-person at a location near you.
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*Learn more at [xcelenergy.com/MyAccount](http://xcelenergy.com/MyAccount)*

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