

MINNESOTA GAS RATE BOOK - MPUC NO. 2

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

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.

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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
4th Revised Sheet No. 2



YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
Email us at: 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

PAGE 1 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

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

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$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

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

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 today.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR RING BINDERS.



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

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
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

80 FP 1 B 1 1 A 10061 10061 ""S 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

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

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8
Original Sheet No. 2.1



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

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 12356789

METER READING INFORMATION			
METER NUMBER: 800000000		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
Subtotal				\$00.00
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
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

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

MINNESOTA GAS RATE BOOK - MPUC NO. 2

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
		0123456789	MM/DD/YYYY
			AMOUNT DUE
			\$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.

CUSTOMER
MESSAGING

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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
Minneapolis, Minnesota 55401

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8
Original Sheet No. 3.1



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JCHIVE 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

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 12356789

METER READING INFORMATION			
METER NUMBER: 0000000000 Read Dates: MM/DD/YY - MM/DD/YY (or 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	x0.00000	000	CCF
Heat Content Adjustment	000	CCF	x0.00000	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
Subtotal				\$00.00
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
Total				\$00.00

CUSTOMER
MESSAGING

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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
Minneapolis, Minnesota 55401

MINNESOTA GAS RATE BOOK – MPUC NO. 2

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

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CUSTOMER
MESSAGING

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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 BILL NOTICE

Section No. 8
4th Revised Sheet No. 4



YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
Email us at: 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 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)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$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.

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

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 today.

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	\$00.00	

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

PAYMENT											
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 ***5-DIGT
[Barcode]
JOHN E. CUSTOMER, MARTHA W. CUSTOMER
ADDRESS LINE 2
ADDRESS LINE 3
ADDRESS LINE 4
1234 ANY STREET
ANY CITY, MN 00000-0000

[Barcode]
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

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

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8
Original Sheet No. 4.1



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

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1234567890

METER READING INFORMATION			
METER NUMBER: 0000000000 Read Dates: MM/DD/YY - MM/DD/YY (08 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
Subtotal				\$00.00
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
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

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

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8
Original Sheet No. 4.2



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
		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

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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

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 PRESENT TENEZ NO REFLECTE LES DERNIERS PAIEMENTS

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
		President, Northern States Power Company, a Minnesota corporation		
Docket No.	E,G002/M-16-358		Order Date:	07-05-16

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

MINNESOTA GAS RATE BOOK – MPUC NO. 2

DISCONNECTION BILL NOTICE (Continued)

Section No. 8
Original Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8 am – 5 pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

*Register any inquiry or complaint at the above.

IMPORTANT ADDRESSES

General Inquiries*

Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008
xcelenergy.com

Payments

Xcel Energy
PO Box 9477
Minneapolis, MN 55484-9477
Please include stub for faster processing.

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 – 1-800-657-3782
www.mn.gov/puc/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPS: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 1-877-245-6685
www.psc.nd.gov/

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 – 1-800-332-1782
www.puc.sd.gov/

PAYMENT OPTIONS *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online 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 1-800-895-4999.
- **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** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you.

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

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8
8th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	1-800-895-1099	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	1-800-895-2099	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	1-800-895-4099	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*	1-800-401-4190	8am - 5pm, Mon - Fri	Eau Claire, WI 54602-0008	Minneapolis, MN 55404-9477
TDD/TTY	1-800-895-4049	24 hours, 7 days a week	xcelenergy.com	Please include stubs 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 few select cities impose that Xcel Energy collect from customers and pass 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 1-800-895-4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.pca.state.mn.us/programs/electricity.html.

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.

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.

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.

Environmental Improvement Rider
Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

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 three of Xcel Energy's fossil fuel power plants.

Renewable Development Fund
Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.

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.

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

Standard Payment Options: (No fees apply)

- **My Account'sBill™** - View/pay your bill online, 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 1-800-895-4999.
- **Pay By Mail** - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Online 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** - Use your credit or debit card either online or by calling 1-888-747-1523.
- **Pay Stations** - Pay your bill in-person at a location near you.

Learn more at xcelenergy.com/MyAccount