



# PUERTO RICAN GRATITUDE

Crews help bring life back  
to the thankful residents  
of a devastated island



# XTRA

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# Content

**4 Innovation**  
Award-winning work in Wisconsin involves sun, local communities and great working relationships.

**6 Collaborations**  
A new way to enhance the customer experience via community-wide efforts is blooming at Xcel Energy.

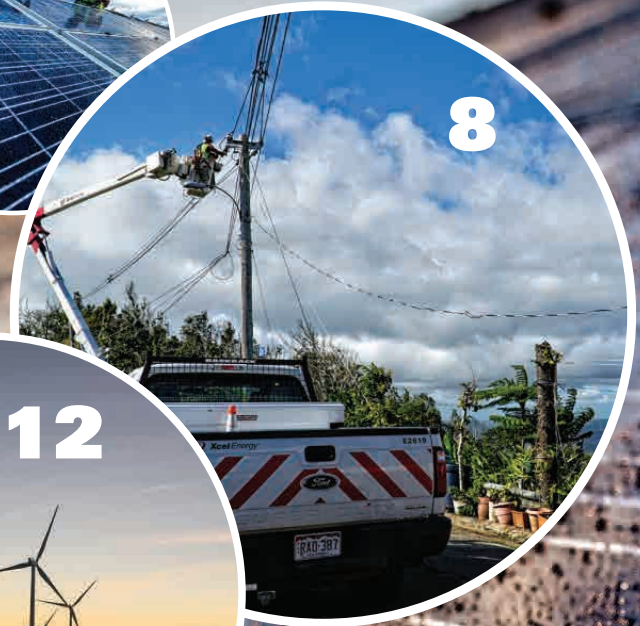
**8 Puerto Rico**  
Crews help bring life back to communities in rugged terrain after the devastation of Hurricane Maria.

**12 New Wind**  
Company adds Foxtail Wind Energy Center in south-central North Dakota to its portfolio.

**14 Microgrid**  
An energy storage project is focused on understanding how battery storage can help work with renewable energy.

**18 People**  
The most recent Friends We'll Miss and Retirements.

**On the Cover**  
Hurricane Maria slammed into Puerto Rico on Sept. 20, creating the island's worst natural disaster. A few months later, Xcel Energy crews headed to the region of Caguas – with its rugged terrain and steep narrow roads – to help residents return to a more normal life, after living without electricity since the storm hit. Pictured here, company linemen work on a pole overlooking a sweeping vista of the island. For more information, please see page eight.







Ben Fowke (at right), chairman, president and CEO, visits with crews in Puerto Rico.

## An impressive recovery

**I recently had the opportunity to see our crews at their absolute best as they worked to get the lights back on for the people of Puerto Rico. I can say that it was one of the most rewarding experiences of my tenure at Xcel Energy.**

It was an honor to personally thank the line workers and logistical support teams for their hard work and dedication. This was not easy work – the roads were treacherous and the grades were steep. Our crews quickly became experts at driving trucks on one-lane roads without ever losing focus on employee and public safety.

Since January, we have had about 200 of our employees working 16-hour days in extremely difficult conditions in Caguas, a remote, mountainous region of Puerto Rico. It has been impressive to see our team's willingness to help their fellow citizens in need some six months after Hurricane Maria took down most of the grid.

Climbing into a bucket truck – particularly in these challenging conditions – isn't for everyone. It takes a lot of skill and patience.

What made the efforts of our crews in Puerto Rico even more impressive was the amount of innovation and ingenuity they used to repair a grid with limited supplies and equipment. Larry Crosby, our senior vice president for Distribution, who joined me on the trip, noted that it's a lot more difficult to restore power when you don't have a roadmap of how the grid was built in the first place.

The next time you're inconvenienced by a three-hour power outage from a summer storm, I encourage you to think of the residents of Puerto Rico. It's difficult to live without power for a day, let alone a week or a month or half a year. The people of Puerto Rico have faced just that and still have been so very gracious and generous to our crews.

When the last of our Xcel Energy workers returned from Puerto Rico in early April, power had been restored to 95 percent of the island. Thanks to everyone who contributed to the Puerto Rico recovery efforts. You made us all very proud. Ben ←



# Solar innovation at w



*(Editor's Note: Innovator and I Deliver awards at Xcel Energy reward performance when teams and employees deliver greater-than-expected results. These award opportunities are designed to help fuel collaboration, innovation, continuous improvement and an enhanced customer experience. Xtra is running a series of articles on select winners.)*

## **Innovation at Xcel Energy takes many forms. In Wisconsin, it recently involved the sun, local communities and a series of great working relationships.**

Wisconsin customers started a push for local solar power by voicing their preference for more renewable energy options, said Deb Erwin, manager of Regulatory Policy in Wisconsin and team lead for development of the Solar\*Connect Community program.

With an employee team formed around the idea in 2014, members began working with Customer Solutions to create a community solar garden program. While these types of programs exist in Colorado and Minnesota, there were no mandates or regulatory structures in place in Wisconsin. In addition, Wisconsin regulators were adamant that the program stand on its own financially and not impact the rates of non-participating customers.

In the end, the company proposed a voluntary pilot program to provide a solar option for any Xcel Energy electricity customer in Wisconsin. Under the pilot, the company proposed to build up to three megawatts of solar power, she said, produced in three gardens located in three different communities. With approval from state regulators in the spring of 2015, the effort got under way.

The eventual overall success of the effort led to the team's

nomination for, and winning of, one of the company's prestigious Innovator Awards, based on its continuous improvement work and enhancing the customer experience around the company's ongoing clean energy strategy.

After securing state approval, the company issued an RFP for two of the solar gardens, and began negotiating purchase-power agreements and determining pricing. Under the Wisconsin model, customers pay a subscription fee to cover the entire cost up front, then receive bill credits for the life of the garden, estimated at 25 years.

The initial price was set at \$1,780 per kilowatt of solar garden capacity, or \$365 for the smallest possible subscription – 200 watts of solar power, Erwin said. That price has since dropped to \$1,600 per kilowatt due to a new contract for one of the two approved projects – one is online in Eau Claire and a second is coming soon to the greater La Crosse area. A third community solar garden is now planned for Ashland, as well.

"It's like owning your own system – with your neighbors," Erwin said. "But there is no upkeep and a lot less hassle."

Customer signups began early in 2016, with the first two facilities due to come online by the end of that year. By the end of 2016, 80 percent of capacity had been sold. Then came a few significant bumps in the road, she said, which required plenty of time and effort to resolve.

Due to financial issues with the developer of the facilities, the projects did not come online as planned. A milestone deadline in 2017 then wasn't met, and the developer needed to pay Xcel Energy damages to continue to work on the projects, which it opted to do for only one garden.

"In mid-2017, we decided to cancel the La Crosse area project's contract and file an interim solution with the Public



# Work in Wisconsin



**Mark Stoering (right), president of Xcel Energy–Wisconsin and Michigan, visits with Dale Peters, city manager of Eau Claire.**



Service Commission,” Erwin said. “Our interim solution allowed us to accommodate a delay of one project and temporarily cancel the other, but protected customers from continuing to experience the impacts of these extended delays.”

That solution involved the use of an existing solar facility – the 100-megawatt North Star solar facility in Minnesota, located just 15 miles from Wisconsin. A portion of North Star was temporarily reallocated to the Wisconsin solar garden effort, she said.

That change remained in effect to power the program until the Eau Claire solar garden came online last fall, directly across the street from the company’s Sky Park facility. At the same time, a new developer was chosen for the La Crosse area project, which will be in service this fall.

And now, a third solar garden is planned in the northern part of the state near Ashland, scheduled for startup in June 2019. As a bonus, the holdup on construction reduced pricing for everyone involved in the program, which is now managed as one “virtual” garden that will be served by all three locations, Erwin said. For Ashland, the company plans to again use North Star solar production in the interim as sales build.

“The tough part was navigating through the stumbling blocks and maintaining customer support and momentum for the program throughout the various issues,” Erwin said. “In the end, it turned out better than expected – in part due to dealing with those issues.”

“Overall, the program is now better than when we started – with lower pricing and a proven interim solution in place,” she added. “There is always a lag time between signups and power generation when bringing a new facility online, and our interim approach eliminates that issue and reduces a lot of pressure to deliver a new facility quickly to those excited customers.”

A large portion of the gardens’ production goes to business customers, so focus on that class of customer was crucial, said Mike Herro, Community Service manager for La Crosse and Key Accounts team lead.

“We sat down and worked out how to approach our larger customers,” he said. “We then assisted with community meetings, and followed up with one-on-one sales meetings with our business customers.”

“It was up to us to put together a game plan,” he added. “We leveraged our relationships, got in the door and talked to folks to make things happen. It was a great story to tell and meets a customer need.”

The Key Accounts team tracked a list of leads and visits, along with how many kilowatts each business customer was interested in as the effort unfolded.

“We needed business customers in order to make the project work,” Herro explained. “The beauty of the program is that you can purchase a subscription for very little or quite a bit, so a wide array of customers can easily jump in and get involved.”

Several Wisconsin businesses and communities are now part of the program – covering everything from a hardware store and funeral home to a hospital, order of nuns, school district, community pool and even a U.S. Army base.

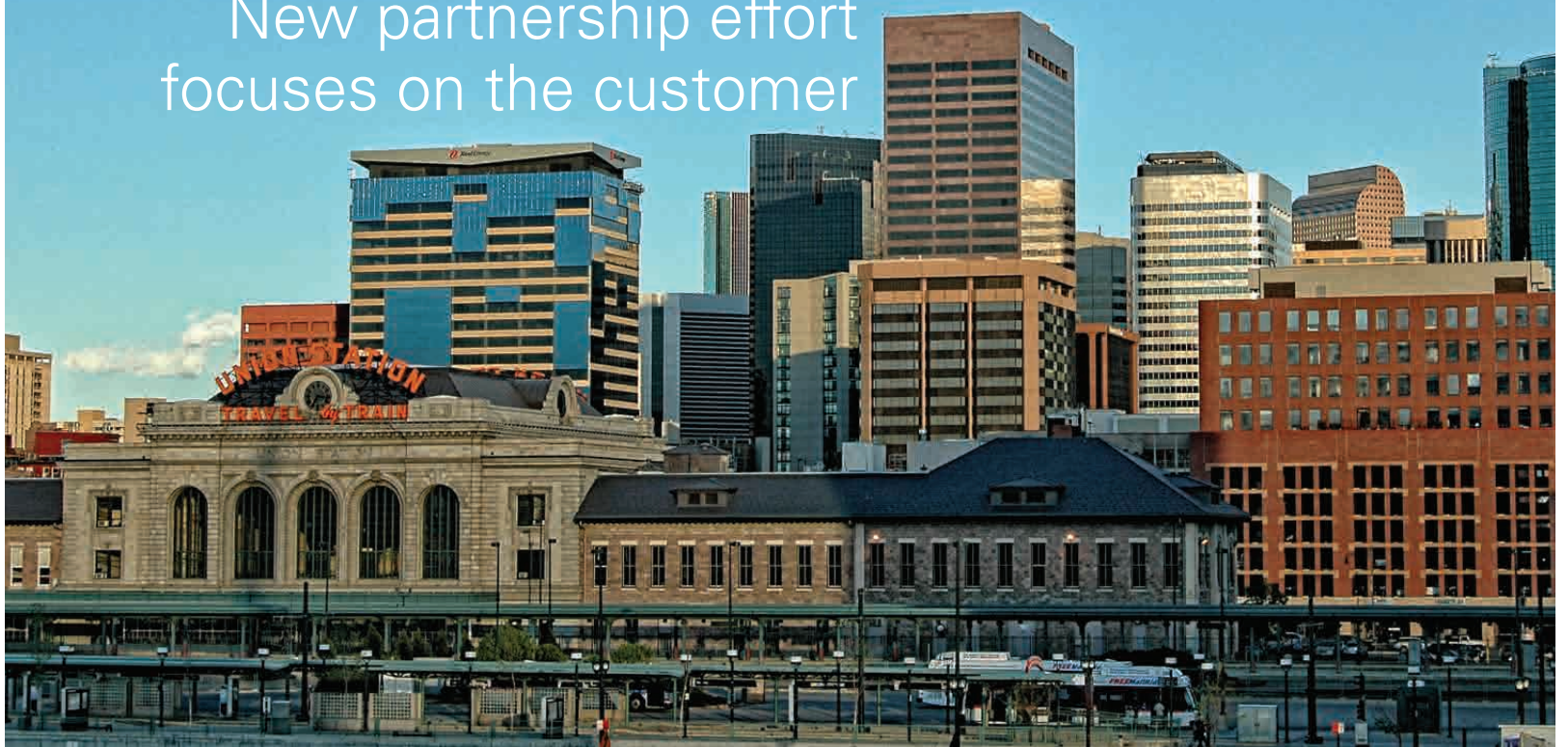
“In the end, we found our way through the obstacles and made this new program a success in Wisconsin,” said Mark Stoering, president of Xcel Energy–Wisconsin and Michigan. “This effort has helped us strengthen our relationships with our customers who are looking for more renewable energy options.

“They are interested in our program because we are delivering a value to them,” he added. “And then they become some of our best ambassadors for our clean energy strategy.” ←



# ENERGY FUTURE COLLABORATIONS

New partnership effort focuses on the customer



## **This spring, a new way to enhance the customer experience is blooming at Xcel Energy.**

Xcel Energy's new "Energy Future Collaborations" (EFCs) unite a community's specific energy needs with the company's services and expertise – aimed at achieving shared objectives. The EFCs have started in Colorado, but can expand to other jurisdictions.

"We've always worked with communities, but this effort looks to put a framework in place to advance communities' energy-related objectives in alignment with our goals," said David Eves, executive vice president and group president of Utilities.

"What differentiates this approach from existing community-partnership programs is its proactive, umbrella structure for working with the company," he added. "It supports varied community priorities, but in a manner that is in sync with how we do business. These partnerships are a natural extension of empowering customer choice that is part of 'Our Energy Future,' but with a community focus."

Aimed at addressing a wide range of priorities, the EFCs include various topics, such as how to:

- Best meet specific renewable energy targets
- Reduce a city's carbon footprint
- Maximize energy efficiency programs
- Support economic development
- Integrate emerging energy technology into area homes and businesses.

The mountain town of Breckenridge became the first community to partner with Xcel Energy in the new EFC program. A Memorandum of Understanding was unanimously approved by the Breckenridge Town Council in January.

"This partnership is crucial for our future in renewable energy," said Mark Truckey, Breckenridge's assistant director of community development. "We believe that working together can create much more substantial action. This agreement is really adding teeth to our goals and shows that we are committed to achieving them."

The agreement helped create a replicable model that other communities can adopt to work with Xcel Energy in achieving local energy priorities, said Nadia El Mallakh, Colorado community and customer partnerships lead and assistant general counsel.

"These partnerships put Xcel Energy's services and expertise to work on a community's specific energy needs – advancing their goals and making the most of existing programs – but will also focus on uncovering creative solutions to new energy ideas and needs," she said. "We've created an approach that supports these partnerships being adopted in other cities and towns – scalability is a guiding principle."

Denver became the second Colorado community to sign an EFC partnership, when Eves and Denver Mayor Michael Hancock signed a Memorandum of Understanding at the recent 2018 Climate Leadership Conference in Denver.

"We are excited that this new Energy Future Partnership agreement with Xcel Energy will further enable us to collaboratively pursue innovations in technology, clean energy and energy efficiency," Hancock said, "and to expand electric vehicle infrastructure access and do more to reduce carbon emissions."

Among the initial focus areas for Denver are expanding electric vehicle infrastructure and finding other ways to reduce carbon emissions from transportation. The plan calls for the City of Denver and Xcel Energy to scale up renewable energy sources, and look for more pilot and demonstration projects





**Signing**  
 Above, David Eves (right), executive vice president and group president of Utilities, signs the MOU with the City and County of Denver alongside Michael Hancock, mayor of Denver (Photo courtesy of the Center for Climate and Energy Solutions). At top and above left are scenes from Breckenridge, Colo., and part of the Denver skyline, including 1800 Larimer, is pictured on page six.

like the Panasonic sustainable-city development near Denver International Airport. (See related story on page 14.)

**The EFC Mechanics**

The EFC effort launched with seven communities, identified as good partner candidates by each of the company’s area managers and Hollie Velasquez Horvath, director of Community Relations. EFCs align with the the long-standing investment in communities that Velasquez Horvath and her team have lead. The relationships they have developed with the municipalities are key to the successful implementation of the MOUs and partnerships.

Alamosa, Windsor, Nederland, Lakewood, and Lone Tree are the other municipalities involved, and the company plans to finalize MOUs by the end of this quarter. The customers in these seven communities represent approximately 30 percent of the retail load in Xcel Energy’s Colorado service area.

The idea is to collaborate in moving from “Point A to Point B” to achieve communities’ goals – acknowledging that the company doesn’t have all of the answers and works under various forms of regulatory oversight, El Mallakh said. It’s about finding local energy objectives that can overlap with Xcel Energy’s business.

“The EFCs give us an agreed-upon understanding and platform to nurture relationships, while also providing an educational opportunity to inform key leaders, stakeholders and community members about our business and efforts to enhance the customer experience,” she said. “Many of the EFCs inherently build upon key company initiatives, such as the Colorado Energy

Plan, whereby our communities with clean energy goals have an incentive to support Xcel Energy efforts to lead the clean energy transition.”

With an MOU in place, the company and community will develop a work plan involving any number of projects, along with objectives, timelines, resources required, funding needed, metrics for success, reporting measures and ultimate deliverables.

As specific partnership projects are evaluated during the work planning process, a standing internal working team will involve other parts of the company in reviewing possibilities and aligning interests.

“Not only do the EFCs promote partnering with our municipalities, but they also foster internal collaboration,” El Mallakh said. “Our evaluation team will tap into an interdisciplinary group from the company, including representatives from Customer Solutions, Strategic Revenues, Distribution Operations, Community Relations, and Regulatory, Policy and Federal Affairs. Legal, Resource Planning, Communications and State Governmental Affairs will be included, as needed.

“This effort provides us with a more comprehensive way to work with our communities,” she said. “It’s strongly customer-focused – especially on specific local efforts – with the communities driving what they value.

“An important point about this new EFC framework is that the MOU guiding principles allow flexibility, but also protect non-participants from things like cost-shifts,” she added. “Overall, the EFCs provide us with a direct opportunity to work with our communities on their energy goals as opposed to others occupying the field.” ←



# BRINGING LIFE BACK





# BACK TO PUERTO RICO

## Crews travel to help and are wrapped with gratitude

**Hurricane Maria – the 10th most-intense Atlantic hurricane in recorded history – slammed into Puerto Rico on Sept. 20, creating the island’s worst natural disaster.**

With 155 mph winds, the storm caused numerous fatalities and catastrophic damage, including destruction of the island’s electric grid. Extreme rainfall peaked at 38 inches in the mountainous region of Caguas. Life changed overnight.

A few months later, Xcel Energy crews headed to Caguas – with its rugged terrain and steep narrow roads – to help residents return to a more normal life, after living without electricity since the storm hit. The crews joined employees from numerous U.S. utility companies in a massive and unique mutual-aid effort to restore power across Puerto Rico.

“There are not enough words to describe my experience,” said Wayne Romero, a working foreman at Lipan Distribution Center in Denver. “This was one of the most fulfilling things I have ever participated in. I will treasure the experience forever.”

Romero was particularly struck by the friendliness and gratitude of the people he helped.

“Most people wanted to feed us every day – get us lunch, coffee, water,” he said. “The people would share all they had, which was a lot less than we’re accustomed to. Their culture was beautiful, their generosity was amazing, and their patience was endless.

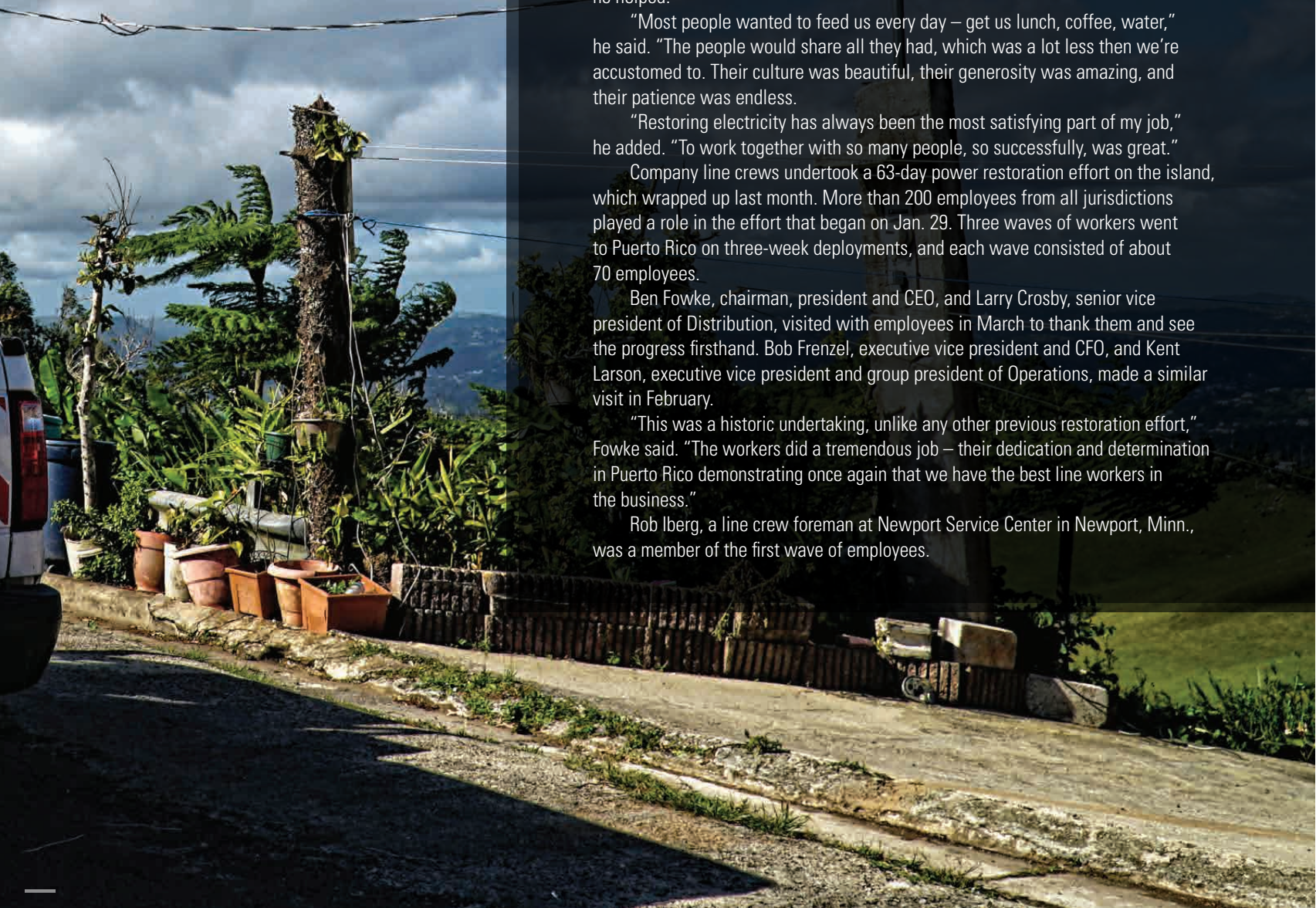
“Restoring electricity has always been the most satisfying part of my job,” he added. “To work together with so many people, so successfully, was great.”

Company line crews undertook a 63-day power restoration effort on the island, which wrapped up last month. More than 200 employees from all jurisdictions played a role in the effort that began on Jan. 29. Three waves of workers went to Puerto Rico on three-week deployments, and each wave consisted of about 70 employees.

Ben Fowke, chairman, president and CEO, and Larry Crosby, senior vice president of Distribution, visited with employees in March to thank them and see the progress firsthand. Bob Frenzel, executive vice president and CFO, and Kent Larson, executive vice president and group president of Operations, made a similar visit in February.

“This was a historic undertaking, unlike any other previous restoration effort,” Fowke said. “The workers did a tremendous job – their dedication and determination in Puerto Rico demonstrating once again that we have the best line workers in the business.”

Rob Iberg, a line crew foreman at Newport Service Center in Newport, Minn., was a member of the first wave of employees.







"It was the most satisfying experience because the people were so appreciative," he said. "It was something else – one of those experiences that comes along once in a lifetime."

Justin Pshigoda, a journeyman lineman from Perryton, Texas, was part of a group of 12 linemen from Texas and New Mexico that worked in the Caguas region.

"We restored power to thousands of homes, a school and a chicken farm," he said. "At times, we trekked through the jungle with the help of locals equipped with machetes to recover service wire and overhead primary conductors to be reused due to a lack of materials."

Crews also battled narrow and steep roads in their large utility trucks. Local police officers on motorcycles helped limit traffic so they could perform their restoration work safely.

"My best memory will be working alongside the most selfless and hardworking guys I have ever met," he said. "The people saw us as heroes, but we are not heroes. We were simply just trying to make a difference by doing what we do every day."

Katie Lomba, manager of Field Operations and Contract Services in Colorado, brought a special connection to the island when she landed with the second deployment. Her father is buried in the National Cemetery, as is the father of Carlos Figueroa Valeyre, operations manager from Minnesota. The pair visited the cemetery while working in Puerto Rico.

Lomba is the only member of her immediate family who never lived on Puerto Rico because she is the youngest, but her family's roots go back generations. The family still has a place on the island.

She could tell crews about cultural traditions, such as avoiding "sun showers" – the occurrence when the sun is out while it's raining. Puerto Ricans believe spirits are present when this happens and avoid going outside. Crews soon knew why lots of people would stay inside a store while the phenomenon passed.

She also helped with translations, working with crews to set up English/Spanish text conversion apps on their phones. "It was fun and rewarding to watch and learn how to communicate with each other," she said.

Local residents could then thank crews and wish them well on their way down the mountain after long days of work, with text such as – "Thank your family for allowing you to come and help us," and "Just saw you going down the hill. Have a safe rest."

"The whole experience was something to be proud of, to be honored," she said. "It wasn't just a matter of getting lights back on, but in bringing life back to communities. We all saw the customer experience in a different light. It was very moving for everyone – with an outpouring of compassion and gratitude."

"We got to experience the people and the beauty of their land and culture," she added. "Lots of loving individuals needed help, and we could provide it."

Ken Getz, a working foreman from Colorado, was struck by the efforts needed to rebuild the electric system – setting new poles and stringing new wire by reusing bolts, connectors and lots of various pieces of old equipment.

"It took lots of different ideas and thinking to make something work and be reliable," he said. "We were always make-shifting, but it worked, and always in a safe fashion. We would use old wire and splice it to new. Whatever it took to get wire in the air, that's what we did."

In a repeated theme, Getz also said the Puerto Rican people were extremely appreciative.

"They were the best you could meet in your life," he said. "Really cool people who made you feel like their family."

"When the lights would go on, they were crying because they were so happy, and that made you cry," he said. "And you'd say, 'Wow, this is why we do what we do.'" ←





## Island Work

On previous pages, scenes from Puerto Rico as crews go about restoring power. At top, Ben Fowke visits with crews during a trip to see the work firsthand. And above right, a woman displays a cake thanking employees for being their community's "heroes." The outpouring of gratitude and display of graciousness from residents of the island impacted everyone who helped with the unique mutual-aid effort.



# New wind on the way

## Xcel Energy acquires Foxtail project in North Dakota

**Xcel Energy is continuing to transition its fleet to carbon-free energy with the addition of the Foxtail Wind Energy Center in Dickey County in south-central North Dakota.**

The 150-megawatt wind farm is part of the company's vision to achieve 85 percent clean energy by 2030 in the Upper Midwest by adding low-cost, clean energy with 1,850 megawatts of renewable energy located in North Dakota, South Dakota, Minnesota, and Iowa.

"All customers want low-cost energy, and we're investing in projects like the Foxtail Wind facility that will help keep bills low while adding investments that will benefit our customers," said Chris Clark, president of Xcel Energy – Minnesota, North Dakota and South Dakota. "Foxtail Wind will provide value to the landowners, the local community and customers who use the electricity it generates."

The Foxtail project is one of several renewable energy projects that the company expects will keep it on a path to produce more and more electricity from carbon-free sources. The plan also will save customers billions of dollars in fuel and other costs in the coming decades, he said.

The company's 'steel for fuel' strategy is projected to keep customer bill increases below the rate of inflation by using low-cost wind energy and other investments as it transitions its generation fleet.

"Our vision to achieve nation-leading carbon reduction goals while keeping bills low is one that is good for our customers and our communities," Clark said. "Wind generation, along with our existing nuclear plants, solar projects and other carbon-free sources, provide great value to our region."

The Foxtail Wind project, developed by a subsidiary of

NextEra Energy Resources, will provide enough energy to power nearly 80,000 average homes. Construction will begin this summer when foundations are poured. The wind turbines will be installed and come online in 2019.

"We are pleased to build upon our strong partnership with Xcel Energy to bring more renewable energy to the region," said Mike O'Sullivan, senior vice president of development for NextEra Energy Resources, the world's largest operator of renewable energy projects from the wind and the sun.

Approximately 100 construction workers will build the project over 2018/2019, and an additional 10 workers will maintain and operate the facility. Local landowners will benefit from \$30 million in lease payments over the next 30 years, and local governments will receive \$20 million in property taxes to help support local infrastructure and facilities.

The project will span about 20,000 acres and use 75 Vestas wind turbines. Fargo-based Wanzek Construction in North Dakota will build the wind farm. Wanzek has built more than 90 wind farms throughout the country, nearing 10 gigawatts constructed.

"Wanzek is excited to be building another project with Xcel Energy within the state of North Dakota", said Chad Eken, construction account executive for Wanzek. "We look forward to the opportunity that this project brings for Wanzek to contribute and work within the local communities." ←





## Fowke named CEO of Year

Ben Fowke, chairman, president and CEO, recently accepted the honor of being named the 2018 Executive of the Year by the *Minneapolis-St. Paul Business Journal*.

Fowke officially became the 42nd recipient of the annual award during a banquet in St. Paul. He told a group of 400 friends, family and colleagues that the award was a reflection of Xcel Energy's success.

"This award tonight really belongs to all of the people at Xcel Energy," he said. "I am blessed to lead this great organization.

"Our employees don't just keep the lights on – they mentor students, they give back to our communities, they raise their hands to volunteer to help with storm recovery," he added. "It's truly an honor to work with such extraordinary people."

The CEO of the Year honor is awarded to a chief executive of a Minnesota company who has a long track record of business success, and has made outstanding contributions to a Minnesota company, industry and the community.

Fowke was recognized for his leadership of the state's largest energy utility, as well as for his and the company's efforts to expand renewable energy, outreach to veterans and work with community groups.

During the program, several speakers shared insights into their relationship with Fowke and gave their thoughts on why he is a worthy choice for this prestigious honor.

Will Steger, international explorer and founder of the nonprofit organization Climate Generation, praised Fowke for his courage to fight climate change by leading the clean energy transition to carbon-free renewable energy sources. And Kathleen Fowke, Ben's wife, who served as co-chair with him during last year's Greater Twin Cities United Way campaign, talked about his love for his family, his company, his community and his country.

In addition, Richard Davis, executive chairman of US Bancorp, who has served on the Xcel Energy board of directors for 11 years, called Fowke a futurist with a decades-long vision – not only for the company, but for the community. And Pat Ryan, CEO of the Ryan Companies, shared stories of his relationship with Fowke as a neighbor and business and community leader.

## Energy Supply's Hill announces retirement

After 14 years of service at Xcel Energy, Riley Hill, senior vice president of Energy Supply announced his retirement as of April 30.

"Since joining the Xcel Energy in 2004, Riley has served in key leadership positions across the company, including with our Design, Construction and Community Affairs departments," said Kent Larson, executive vice president and group president of Operations. "Prior to his

current role, Riley served as the president and CEO of Xcel Energy's Texas and New Mexico region, strengthening both earnings and customer relations. During his tenure leading Energy Supply, Riley has improved cost competitiveness, while maintaining reliability."

In addition to his leadership and service to Xcel Energy, Riley has been active in both the Amarillo and Denver communities, serving on various charitable boards.

## News Briefs

## Xcel Energy plays role in USS Colorado commissioning

The USS Colorado officially joined the U.S. Navy fleet at its commissioning ceremony on March 17 in Groton, Conn. The USS Colorado is the 15th Virginia Class submarine, the Navy's newest class of fast attack submarines — each of which is named after a U.S. state.

Of the 18 existing similar class submarines deployed or under construction, Xcel Energy's service territory is well covered with Texas, New Mexico, Minnesota, North Dakota, Colorado and South Dakota represented.

Commissioning is a ceremony rooted in centuries of naval tradition. Xcel Energy sponsored the USS Colorado commissioning ceremony, and several Xcel Energy employees and family members were involved in the ceremony preparations and activities.

U.S. Navy veterans Shawn Buckendahl, Energy Supply senior technical instructor, and Kim Spickard, senior product portfolio manager with Customer Solutions, rep-

resented Xcel Energy at the ceremony. Buckendahl and Spickard took part in several events throughout the day of the ceremony, concluding with a post-commissioning reception on the docks at the New London U.S. Navy Submarine Base.

U.S. Navy Lt. Mike Nielson, son of Bruce Nielson, senior analyst with Customer Solutions, designed the USS Colorado crest. The crest is seen as the identifying logo of a ship and is used on crew uniform patches.

Lt. Nielson designed the USS Colorado crest while he was completing officer training as part of a contest sponsored by the USS Colorado Commissioning Committee. The crew and officers of the boat selected his design from among the more than 100 submitted.

When the commissioning committee announced Nielson's design as the winner, it did not know that he hailed from Colorado, or that he had been assigned to serve on the USS Colorado.



# MICROGRID COLLABORATION



**An energy storage project in Denver is focused on understanding how battery storage can help work with renewable energy on distribution feeders, as well as use batteries in other ways to support the grid.**

Online since December, the battery system is located near Panasonic's headquarters in Denver, at the Pena Station rail line stop near Denver International Airport. The project is located on the company's distribution system and can provide backup power to Panasonic in the case of an outage – serving in a capacity known as a microgrid. Most of the time, however, the battery is not needed for backup power and provides support to a local distribution feeder.

Through a public/private partnership between Xcel Energy, Panasonic and Denver International Airport, a team worked to develop the concept for the Panasonic Battery Demonstration Project, said Beth Chacon, director of Emerging Technologies.

"This effort aligns with the company's ongoing efforts to understand battery technologies," she said. "The cost of battery storage is falling, and both our customers and the utility industry are deploying these systems more widely.

"It's important that we understand how batteries can support our system," she added. "Demonstration projects like this help us understand procurement, engineering, design and integration requirements. We want to build our expertise early, as we expect adoption of this technology to increase."

The Pena project consists of four primary components – a 1.3-megawatt carport solar installation; a 240-kilowatt rooftop

photovoltaic (PV) system at Panasonic's facility; a lithium-ion battery system; and the switching and control systems required to operate the energy-storage system and microgrid.

The project is located on a new 400-acre development called Pena Station NEXT, which is located southwest of the airport. Its campus is part of a collaboration aimed at building a community with renewable energy, sustainable construction, shops and restaurants, and intermingled with community centers, playgrounds, bike paths and public transportation.

Over the course of the two-year demonstration, the system will be tested under multiple scenarios to determine how it can be used to increase reliability and resiliency for both Xcel Energy's electric grid and the Panasonic facility. Testing started in January, and initial results are expected later this year from the project, which is located on a company feeder that has 30 percent solar penetration, she said.

"A primary objective of the project is to demonstrate how battery storage can help integrate renewable energy into the electric grid," Chacon said. "It does this through 'solar smoothing' and 'solar time shifting.'

In a smoothing mode, the battery will charge and discharge to minimize rapid fluctuations in PV output. In a time-shifting mode, the battery will store excess solar generation when output is high, such as midday, and dispatch energy later in the day, she said.

This approach helps reduce system feeder peak. The battery will also be tested in an energy-arbitrage scenario, storing power when energy prices are high and discharging energy



# ON LEADING TO NEW INSIGHTS



## Panasonic Battery

The white cabinets in the foreground comprise the battery and microgrid for the Panasonic Battery Demonstration Project. The blue cabinet just to the left of the battery is the islanding switch, which can turn the battery into a microgrid. Both devices are located next to Panasonic's Denver headquarters – at left. A portion of a solar-panel-covered parking lot, which is part of the project, also sits to the left and in the background. Xcel Energy owns the carport solar system.

when prices are low. Using batteries for different functions helps increase their utilization, she said, which may lead to more cost-effective applications.

In time, providing backup service through a microgrid may be more cost effective than traditional solutions, such as providing customers with access to an alternate feeder through automatic throw-over switches. This solution could prove to be ideal for customers in remote locations or where alternatives are otherwise cost prohibitive, Chacon said.

In the event of an outage, the battery storage system will automatically form a microgrid, allowing the battery to provide power to the Panasonic building. In this mode, both the battery and rooftop PV will provide power to Panasonic. Should power from the PV system exceed the building's needs, excess energy will be stored in the battery.

"It is quite an accomplishment to put together an innovative project so quickly," Chacon said. "For us, working with large companies like Panasonic and Denver International Airport is nothing new, but these type of efforts usually take time to build consensus, and working together was the only way we could successfully deliver this project.

"There had to be compromise on all sides to ensure everyone's core needs were met," said Andre Gouin, a consultant with the Business Technology group in Customer Solutions. "Being located at Panasonic's new headquarters created plenty of pressure, and a lot of motivation to get the project done right."

The project provided a number of learning opportunities for

Xcel Energy, including a framework for future battery-storage projects and how they would be integrated onto the company's system, he said.

"This was the first battery project that we integrated on our distribution system," Chacon said. "One way we overcame challenges involved developing 'use cases' with help from the Electric Power Research Institute.

"The process forced us to walk through scenarios around how the battery would operate," she added. "Each team member had slightly different perceptions on how the battery system would operate, and these discussions allowed us to come to agreement on how this emerging technology might work."

The project has faced other interesting challenges, as well.

"With Colorado winters, we actually have to heat the battery compartments," Gouin said. "And with the wind on the plains, we had to install additional weather stripping to stop dust from blowing into the battery containers."

Other parts of the company were helpful in the project, as well, and included Business Systems, the Distribution Control Center, Energy Supply, the Trouble organization in Transmission and a special maintenance group in Distribution.

"Throughout this effort, we found that all members of the team were committed to making the project successful," Chacon said. "They enjoyed learning about the new technology even though it took extra effort. This is a great example of how we are delivering innovative solutions to our customers by exploring battery technology." ←



## Xcel Energy, partners begin native landscape restoration effort

Xcel Energy, along with a number of partners, will soon begin land management and forest restoration projects along the Mississippi River between the company's

Sherco and Monticello generating stations, with the long-term goal of restoring portions of this area to its historical and native landscape.

### News Brief

The company's investment in the local landscape involves selective thinning of the forest on approximately 850 acres of the 7,000-acre area. In conjunction with this work, Xcel Energy will develop a long-term plan to restore approximately 30 acres of this area to oak woodland habitat.

This will include native prairie plantings and management of invasive species, such as buckthorn and garlic mustard. The long-term land management strategy will create additional oak woodland forest and savanna ecosystems with help from various conservation partners over the coming years. Oak woodland habitat is considered rare on a global scale, but it is important to many declining species such as the red-headed woodpecker and rusty-patched bumble bee.

Partners on the project include Great River Greening, the Sherburne Soil and Water Conservation District, National Wild Turkey Federation, Wright County, City of Becker, City of Monticello and the University of Minnesota.

In addition, Xcel Energy is working with Wright County and City of Monticello to develop a pollinator restoration on a 26-acre site near the entrance of the Monticello nuclear plant.



### Photo Op

## Burst of Sun

Kimberly Combs, administrative specialist with Nuclear at 414 Nicollet, loves photography and has a special passion for sunrise and sunset scenes. "I took this photo about 6:30 a.m., after three months of driving by the exact same spot and almost turning the car around every time at sunrise because the sight was so beautiful. I drive this route to work, and at the time, I had only been with Xcel Energy a short time, but had already fallen in love with the company and the people involved with it." The photo of the lines and substation in the photo are at the intersection of Highway 610 and East River Road, near Coon Rapids, Minn.

**Editor's Note:** "Photo Op" is a standing feature in Xtra. Each issue, a photo submitted by a reader or produced by a member of Corporate Communications will be published. Please submit high-resolution digital photos to the editor at the email address listed on the back page of this publication. By submitting images for "Photo Op," employees give Xtra permission to run the photos.



## 'Your crews have my heartfelt thanks'

Dear Xcel Energy:

I just wanted to comment on the crews who went out in this horrible storm and restored power. I had to drive home from a neighboring town around noon. Visibility was extremely poor and the roads were awful. I felt like it was a miracle to have made it home (driving just nine miles).

I cannot imagine what it would be like to be dispatched to work on power lines, try to drive in these conditions, and then work with tools, wires and poles in blinding snow and freezing wind.

Your crews have my heartfelt thanks for even trying to go out into the storm. My everlasting amazement is that they were able to restore power (and quickly, too) in the midst of a terrible storm. Please convey my thanks.

—Jodie, Clarkfield, Minn.

## 'Their ability to aid'

Dear Xcel Energy:

This morning I heard from a friend who had just flown from Florida to Minnesota. Also on the flight were Xcel Energy workers who were returning from Puerto Rico.

My friend shared how much your employees were impacted by their ability to aid in the restoration of power after Hurricane Maria. We would like to thank your company and that of your employees.

—Katie and Dale, Minnesota customers

## Letters

## Campbell announces upcoming retirement

After more than 13 years of service, Cheryl Campbell, senior vice president of Gas, is retiring from the company effective June 1.

"Cheryl joined Xcel Energy in 2004 and since then has been a strong leader both in our company and the industry," said Kent Larson, executive vice president and group president of Operations. "Cheryl has been instrumental in leading the transformation of our Gas operations to a culture focused on enhancing the customer experience, growing the business and, crucially, keeping our employees, our contractors and the public safe."

Campbell served on several committees of the American Gas Association (AGA), including chair of the managing committee. In 2016, she was invited to represent both Xcel Energy and the AGA by testifying about pipeline

safety before the U.S. House Transportation and Infrastructure Committee's Subcommittee on Railroads, Pipeline and Hazardous Materials.

She also served the last four years on the Department of Transportation's Pipeline Advisory Committee, providing guidance to the U.S. Secretary of Transportation on the safety of the nation's pipeline infrastructure.

"On a more personal note, many of you may know Cheryl as a strong promoter of employee development and as someone who encourages those around her to be the absolute best they can be," Larson said. "Cheryl has valued strong relationships throughout her career, and her success demonstrates the value of making connections and being a team player."

## News Briefs

## Online Xtra subscription available for employees and retirees

Employee readers of *Xtra* can now opt out of receiving the print version of Xcel Energy's employee and retiree publication, and instead read the online version on XpressNet or via a portal on the company's website at [xcelenergy.com](http://xcelenergy.com).

To complete the opt-out process, employees need to fill out a form on the *Xtra* homepage of XpressNet, providing their name, employee ID and company email address. Those who choose to opt out will receive an email when a new issue is available for online viewing.

The opt-out form and online versions of *Xtra* can be found by clicking on the "Xtra Online" link, located at the

bottom of the XpressNet homepage. The online edition of *Xtra* also can be found at [xcelenergy.com/Xtra](http://xcelenergy.com/Xtra) – or from the home page, look under Community/Community Involvement/Retiree Directory.

In addition, retirees can opt out of receiving the print version, or request address changes regarding home delivery of the print edition, by calling the Human Resources Service Center at 800.689.7662. They also are invited to visit the webpage noted above (or [xcelenergy.com/Retirees](http://xcelenergy.com/Retirees)) to view the latest issue, as well as a number of back issues of *Xtra*.

As a reminder, Xcel Energy's main phone number is 800.328.8226. Just hit "0" for an operator to contact various departments and employees.



## Friends We'll Miss

**Mary Bailey**, 94, Minneapolis, Minn., died on Feb. 1, 2018. She worked for NSP from 1988 to 1994.

**Melvin Barley**, 78, field operator, High Pressure Gas, Meeker, Colo., died on Feb. 7, 2018. He worked for PSCo from 1974 to 2004.

**Jeffrey P. Crawford**, 64, mechanic specialist, Operations, Hayden Station, Hayden, Colo., died on Feb. 11, 2018. He worked for PSCo from 1980 to 2014.

**Richard Dudley**, 89, Lubbock, Texas, died on Feb. 10, 2018. He worked for SPS from 1951 to 1991.

**Marke A. Emore**, 68, overhead working foreman, Operations, Summit Operations Center, Silverthorne, Colo., died on Jan. 27, 2018. He worked for PSCo from 1982 to 2012.

**Pasquale D. Frattalone**, 75, gas fitter, Gas Construction, Rice Street Service Center, St Paul, Minn., died on Jan. 4, 2017. He worked for PSCo from 1967 to 1991.

**Richard Frothinger**, 95, Minneapolis, Minn., died on Jan. 26, 2018. He worked for NSP from 1952 to 1994.

**Richard L. Garbers**, 77, district representative, Overhead, Wisconsin, died on Jan. 23, 2018. He worked for NSP from 1962 to 1997.

**Kenneth L. Gavito**, 65, facilities locator, Damage Prevention, Kipling Service Center, Lakewood, Colo., died on March 6, 2018. He worked for PSCo from 1972 to 2012.

**Virgil Gerstenberger**, 63, technician specialist, Pueblo, Colo., died on Feb. 8, 2018. He worked for PSCo from 1990 to 2015.

**William Gloede**, 79, inspector, Street Lighting, Chestnut Service Center, St. Paul, Minn., died on Nov. 28, 2017. He worked for NSP from 1965 to 2000.

**Fred Goddard**, 83, plant specialist, Operations, Cherokee Station, Denver, Colo., died on Feb. 23, 2018. He worked for PSCo from 1982 to 1999.

**Mark E. Haban**, 68, senior engineer, Operations, Cherokee Station, Denver, Colo., died on March 18, 2018. He worked for PSCo from 1977 until the time of his death.

**Roy Henderson**, 84, unit manager, Substation Design, Holly Operations Center, Denver, Colo., died on Feb. 15, 2018. He worked for PSCo from 1956 to 1993.

**Lurene Jackson**, 89, engineering clerk, vice presidential staff, Minneapolis, Minn., died on Jan. 1, 2018. She worked for NSP from 1973 to 1988.

**Willard J. Johnson**, 95, gas utilization serviceman, Rice Street Service Center, St. Paul, Minn., died on Feb. 26, 2018. He worked for PSCo from 1943 to 1981.

**Jerry King**, 85, Amarillo, Texas, died on Jan. 25, 2018. He worked for SPS from 1956 to 1993.

**William Knouse**, 86, executive foreman, Line Department, Colorado, died on Feb. 20, 2018. He worked for PSCo from 1958 to 1986.

**Marlene Kulg**, 78, field credit representative, Field Collection, Sterling, Colo., died on Nov. 5, 2017. She worked for PSCo from 1969 to 1995.

**Henry Lay**, 87, welder, Gas, Fargo, N.D., died on Nov. 26, 2017. He worked for NSP from 1961 to 1991.

**Robert J. Leibel**, 59, metro east locator, Damage Prevention, White Bear Lake, Minn., died on Jan. 25, 2018. He worked for NSP from 1979 to 2017.

**Kenneth Logan**, 83, representative, Energy Services, Brush, Colo., died on Feb. 15, 2018. He worked for PSCo from 1962 to 1994.

**Marion Lopez**, Jr., 83, customer representative specialist, Customer Support, Pueblo, Colo., died on March 22, 2018. He worked for PSCo from 1954 to 1995.

**Arthur Manchester**, 90, superintendent, Gas Operations, Wisconsin, died on March 10, 2018. He worked for NSP from 1988 to 1994.

**Donald McCarthy**, 95, president and chief executive officer, General Office, Minneapolis, Minn., died on Jan. 5, 2018. He worked for NSP from 1948 to 1988.

**Earl Mc Fry**, 85, working foreman, Western System, Grand Junction, Colo., died on Feb. 26, 2018. He worked for PSCo from 1955 to 1991.

**Terry Mertens**, 77, fitter serviceman lead, Gas and Electric Construction, Evergreen, Colo., died on Nov. 28, 2017. He worked for PSCo from 1997 to 1969.

**Richard Metcalf**, 99, supervisor, System Operations, Eau Claire, Wis., died on Feb. 8, 2018. He worked for NSP from 1946 to 1982.

**Gilberto Montoya**, 74, operator, Operations, Comanche Station, Pueblo, Colo., died on Dec. 30, 2018. He worked for PSCo from 1975 to 2007.

**Billie Moore**, 87, clerk typist, Administrative, New Mexico Division, Hobbs, N.M., died on April 4, 2017. He worked for SPS from 1973 to 1995.

**Nicholas D. Oates**, 64, electrician specialist, Maintenance, Comanche Station, Pueblo, Colo., died on March 13, 2018. He worked for PSCo from 1974 to 2012.

**Walter L. O'Hara, Jr.**, 92, operations superintendent, Comanche Station, Pueblo, Colo., died on Jan. 25, 2018. He worked for PSCo from 1956 to 1990.

**John Olivas**, 79, field credit representative, Meter Reading, Fort Collins, Colo., died on Feb. 2, 2018. He worked for PSCo from 1969 to 1994.

**David Salazar**, 72, utility worker, Metro Operations, Gateway Service Center, Denver, Colo., died on Feb. 2, 2018. He worked for PSCo from 2003 to 2012.

**Raymond Scavezze**, 92, working foreman, Transportation, Denver, Colo., died on Nov. 21, 2017. He worked for PSCo from 1959 to 1982.

**Leo Scheberle**, 100, senior pilot, Denver, Colo., died on Jan. 28, 2018. He worked for PSCo from 1965 to 1983.

**Kenneth Tate**, 94, local manager, Lockney, Texas, died on Feb. 22, 2018. He worked for SPS from 1946 to 1986.

**Ernest Shonrock**, 74, service specialist, Utilities and Corporate Services, Appliance Services, Denver, Colo., died on Feb. 11, 2018. He worked for PSCo from 1987 to 2010.

**John Sipprell**, 90, supervisor, Electric Distribution Operations, Colorado, died on Nov. 17, 2017. He worked for PSCo from 1951 to 1986.

**Ramona Skjefte**, 87, died on Jan. 18, 2018. She worked for Natrogas from 1987 to 2001.

## People

**Kenneth Barrow**, 79, engineer associate, CLF&P Engineering/Stores, Cheyenne, Wyo., died on May 28, 2017. He worked for CLF&P from 1963 to 2000.

**William Beddie**, 80, cable splicer, Underground, St. Paul, Minn., died on Feb. 20, 2018. He worked for NSP from 1964 to 1995.

**Walter Beinke**, 78, line crew foreman, Electric Operations, Mankato, Minn., died on Nov. 18, 2017. He worked for NSP from 1963 to 2001.

**John E. Bell**, 84, classified mechanic, Cameo Station, Palisade, Colo., died on Feb. 11, 2018. He worked for PSCo from 1956 to 1994.

**John C. Berry**, 90, engineer, Power Sales, Denver, Colo., died on Feb. 25, 2018. He worked for PSCo from 1956 to 1985.

**Jack R. Burns**, 92, graphic arts administrator, Office Information Services, General Office, Minneapolis, Minn., died on Aug. 12, 2017. He worked for NSP from 1949 to 1985.

**Wilma Buschbach**, 97, apprentice clerk, Bookkeeping, Colorado, died on Feb. 19, 2018. She worked for PSCo from 1954 to 1986.

**Gerald Carlson**, 86, troubleman, Operations, Chestnut Service Center, Minneapolis, Minn., died on Feb. 28, 2018. He worked for NSP from 1953 to 2004.

**Carol Cople**, 83, representative, Marketing and Customer Service, Loveland, Colo., died on Feb. 7, 2018. She worked for PSCo from 1962 to 1994.



**Terry Strehlow**, 67, district representative, Electric Operations, Monticello, Minn., died on Feb. 2, 2018. He worked for NSP from 1971 to 2006.

**Donna Thomas**, 86, La Crosse, Wis., died on Feb. 4, 2018. She worked for NSP from 1988 to 1994.

**Johnathan Trujillo**, 34, electrician, Substations and Operations, Lipan Distribution Center, Denver, Colo., died February 2018, He worked for PSCo from 2016 until the time of his death.

**Sharon Udovich**, 74, associate, Station Support, Comanche Station, Pueblo, Colo., died on Feb. 6, 2018. She worked for PSCo from 1979 to 2003.

## Retiring

**Steven R. Adams** (stevepam@hutchtel.net), lead rigger, Maintenance, Sherco Plant, Becker, Minn., retired on Feb. 16, 2018. He worked for Xcel Energy for 33 years.

**Lydia F. Alvarez** (L38caliber@att.net), representative, Customer Service, Amarillo Call Center, Amarillo, Texas, retired on Feb. 28, 2018. She worked for Xcel Energy for 21 years.

**Susan M. Bishop**, C&I billing analyst, BSO, 1800 Larimer, Denver, Colo., retired on March 12, 2018. She worked for Xcel Energy for 20 years.

**Darcy Berglund** (DarcyKaye@icloud.com), environmental analyst, Environmental Services, 1800 Larimer, Denver, Colo., retired on April 2, 2018. She worked for Xcel Energy for 32 years.

**Dennis Bogan** (DenBogan@hotmail.com), electrician lead, Electrical Maintenance, Prairie Island Nuclear Plant, Red Wing, Minn., retired on March 1, 2018. He worked for Xcel Energy for 31 years.

**Barbara J. Bridgeman** (barbara.j.bridgeman@gmail.com), executive assistant, 401 Nicollet Mall, Minneapolis, Minn., retired on March 2, 2018. She worked for Xcel Energy for 26 years.

**Bill Carter**, foreman, Electric Operations, Red Wing Service Center, Red Wing, Minn., retired on Feb. 28, 2018. He worked for Xcel Energy for 31 years.

**Mitch Elmore** (DMElmore@Windstream.net), manager, Electric Distribution Engineering, Operations, Lubbock, Texas, retired Jan. 8, 2018. He worked for Xcel Energy for 34 years.

**Richard Farmer**, operations work coordinator, Gas Operations, Valentia Service Center, Denver, Colo., retired April 2, 2018. He worked for Xcel Energy for 44 years.

**Steven Felix**, district representative, Electric Trouble, Faribault, Minn., retired on Dec. 29, 2017. He worked for Xcel Energy for 38 years.

**Andrew Gallegos**, control specialist, Operations, Zuni Station, Denver, Colo., retired on March 30, 2018. He worked for Xcel Energy for 34 years.

**Richard Genar**, working foreman, Gas Distribution, Lipan Distribution Center, Denver, Colo., retired on March 1, 2018. He worked for Xcel Energy for 37 years.

**Barbara Hamblin** (barbarajhamblin@comcast.net), executive assistant, Customer and Community Relations, 1800 Larimer, Denver, Colo., retired on April 27, 2018. She worked for Xcel Energy for 36 years.

**Jeanette Harris**, corrosion control specialist, Corrosion Control, Fort Collins, Colo., retired on Feb. 25, 2018. She worked for Xcel Energy for 41 years.

**Judy Hoppe**, operations specialist, Electric Operations, Newport Service Center, Newport, Minn., retired on May 18, 2018. She worked for Xcel Energy for 13 years.

**Brenda Hughes**, senior analyst, Customer Advocate, Denver, Colo., retired on Dec. 31, 2017. She worked for Xcel Energy for 41 years.

**Scott Johnson**, system relay specialist, Minneapolis Relay, Maple Grove Service Center, Maple Grove, Minn., retired on April 2, 2018. He worked for Xcel Energy for 33 years.

**Ethel Jones**, credit associate, Credit and Collection, Amarillo, Texas, retired on May 11, 2018. She worked for Xcel Energy for 24 years.

**Maureen Kelly** (Kellym44@msn.com), coordinator, Yard, King Plant, Stillwater, Minn., retired on March 31, 2018. She worked for Xcel Energy for 33 years.

**James Klosowski**, plant equipment operator, Operations, Sherco Plant, Becker, Minn., retired on April 3, 2018. He worked for Xcel Energy for 31 years.

**Roy Leachman**, millwright, Steam Heat, Denver, Colo., retired on Feb. 28, 2018. He worked for Xcel Energy for 36 years.

**James Lindstrom**, design supervisor, Engineering and Construction, 414 Nicollet Mall, Minneapolis, Minn., retired on April 17, 2018. He worked for Xcel Energy for 34 years.

**Richard Masiel**, manager, Gas Operations, Arvada Service Center, Arvada, Colo., retired on April 4, 2018. He worked for Xcel Energy for 44 years.

**John McBride**, manager, Substation and Construction, Amarillo, Texas, retired on April 20, 2018. He worked for Xcel Energy for 44 years.

**Jeanette McFarlin**, administrative assistant III, Transmission Planning South, 790 Building, Amarillo, Texas, retired on April 2, 2018. She worked for Xcel Energy for 20 years.

**Rick Mowery**, working foreman, Maintenance, Jones Station, Lubbock, Texas, retired on March 9, 2018. He worked for Xcel Energy for 41 years.

**Roger Nelson**, district troubleman, Electric, Galesville, Wis., retired on April 25, 2018. He worked for Xcel Energy for 34 years.

**John Ness**, case specialist, Regulatory Affairs, Sky Park, Eau Claire, Wis., retired on March 15, 2018. He worked for Xcel Energy for 24 years.

**Dale Nygaard**, Monticello Nuclear Generating Plant, Monticello, Minn., retired on March 2, 2018. He worked for Xcel Energy for 32 years.

**Darrel Ostendorf**, manager, Project Management, Monticello Nuclear Generating Plant, Monticello, Minn., retired on March 15, 2018. He worked for Xcel Energy for 27 years.

**Bruce Peterson**, product portfolio manager, DSM Marketing South, 1800 Larimer, Denver, Colo., retired on March 30, 2018. He worked for Xcel Energy for 40 years.

**Mark Pinnegar**, lead fitter, Gas Construction, Valentia Service Center, Denver, Colo., retired on March 30, 2018. He worked for Xcel Energy for 37 years.

**Catherine Pind**, billing analyst, Billing, 1800 Larimer, Denver, Colo., retired on Feb. 28, 2018. She worked for Xcel Energy for 38 years.

**Bob Quanrud**, welder, Gas Distribution, Western Avenue, Eau Claire, Wis., retired on Dec. 29, 2017. He worked for Xcel Energy for 37 years.

**Virginia Sailor** (slrv01@yahoo.com), administrative assistant, Accounting and Reporting, Minneapolis, Minn., retired May 1, 2018. She worked for Xcel Energy for 34 years.

**Dan Showmaker**, storekeeper, Stores, Denver, Colo., retired on March 30, 2018. He worked for Xcel Energy for 37 years.

**James Stevens**, manager, Thermal Energy, Zuni Station, Denver, Colo., retired on March 30, 2018. He worked for Xcel Energy for 46 years.

**Robert Vance**, lineman, Trouble Department, Fort Collins, Colo., retired on May 1, 2018. He worked for Xcel Energy for 38 years.

**Fred Yarbrough**, operator repairman, Operations, St. Paul, Minn., retired on March 30, 2018. He worked for Xcel Energy for 31 years.

## Continuing Education

**Kalyn Pugh**, billing representative, Billing Services and Operations, Sky Park, Eau Claire, Wis., received her bachelor's degree in Business Management from Rasmussen College on March 25, 2018.





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THERE'S A BETTER WAY.**



We know the more you know about your energy bill, and the more options you have for how and when you pay it, the better our energy will serve you. That's why we offer things like Averaged Monthly Payments, custom due dates, billing notifications and reminders, and automatic bill pay to make your bill fit your schedule and your budget. And it's why we've made it all accessible through My Account and the Xcel Energy mobile app, which puts easy-to-understand information about your bill and your energy usage at your fingertips. Always delivering ways to make your energy work for you. To learn more visit [xcelenergy.com/MyAccount](http://xcelenergy.com/MyAccount).

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