

**Service Address:**

**Account Number:**

## DISCONNECTION NOTICE

### And Statement of Customer Rights and Information

Dear

Your electricity will be disconnected if we do not receive payment from you 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 \$xxx.xx by mm/dd/yyyy. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by mm/dd/yyyy.
- ~~Appealing any disputed claims on or before 02/24/2012 to:~~

**~~Public Utilities Commission~~**

~~Capitol Building~~

~~Pierre, South Dakota 57501~~

~~1-800-332-1782~~

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

Full payment must be received or arrangements must be made by the due date or your service will be disconnected without further notice.

If your service was disconnected for nonpayment you must contact Xcel Energy to issue a reconnection order, which are typically completed the **FOLLOWING BUSINESS DAY.** There will be a reconnection charge ~~will be added~~ to your next month's bill. ~~The electricity~~ Your service will only be turned on during BUSINESS HOURS Monday through Friday 8:00 a.m. to 5:00 p.m. ~~If your electricity is turned off, only cash (no checks) will be accepted as payment.~~

You may appeal any disputed claims on or before mm/dd/yyyy to the Public Utilities Commission located at the Capitol Building Pierre, South Dakota 57501 or via phone at 1-800-332-1782.

~~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