

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.

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 added to your next month's bill. Your service will only be turned on during BUSINESS HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.

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.

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

Sincerely,

Xcel Energy

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

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.

***Register any inquiry or complaint at the above.**

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782
www.mn.gov/puc/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPSC: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 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.