

STANDARD CUSTOMER BILL FORM BACK

Section No. 8
 2nd Revised Sheet No. 2.3
 Cancelling 1st Sheet No. 2.3

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Residential Customer Service*:	800.895.4999	24 hours, 7 days a week
Business Solutions Center*:	800.481.4700	8am-5pm, Mon-Fri
TDD/TTY	800.895.4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

General Inquiries*	Payments
Xcel Energy PO Box 8 Eau Claire, WI 54702-0008 xcelenergy.com	Xcel Energy PO Box 9477 Minneapolis, MN 55484-9477 Please include stub for faster processing.

*Register any inquiry or complaint at the above.

ABOUT YOUR ELECTRIC RATES

Basic Service Charge

Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

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.

Demand Side Management

South Dakota Public Utilities Commission-approved tariffs allow Xcel Energy to recover costs of energy efficiency and load management programs.

Energy Charge

Charge per kWh of electric usage to recover the variable costs of producing energy.

Environmental Cost Recovery

South Dakota 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.

Infrastructure Rider

South Dakota Public Utilities Commission-approved tariffs allow Xcel Energy to recover costs of eligible capital projects and property taxes not otherwise recovered in rates.

Transmission Cost Recovery

South Dakota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

GENERAL INFORMATION

Estimated Bills

Xcel Energy attempts to read meters each month. If no reading is taken, we estimate your month's bill based on your past use.

City Fees

A fee some cities impose that Xcel Energy collects from customers and pays 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.

Governing Regulatory Agencies

The South Dakota Public Utilities Commission regulates this utility and are available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 800.332.1782 www.puc.sd.gov

Late Payment Charge

Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment fee is 1% of the unpaid balance.

Payment Responsibility

If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 800.895.4999.

Further information is available to customers upon request at the *address above.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)

- **My Account/eBill*** – View/pay your bill, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account. Please note the actual bank debit date may be one or more days following such date based on the bank's practice.
- **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 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 888.747.1523.
- **Pay Stations** – Pay your bill in-person at a location near you.

Learn more at xcelenergy.com > My Account

DISCONNECTION NOTICE BILL FORM

Section No. 8
 3rd Revised Sheet No. 5
 Cancelling 2nd Revised Sheet No. 5



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 MM/DD/YYYY

Service Address:

Account Number:

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

Dear _____ :

Your electricity will be disconnected if we do not receive a 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 \$000.00 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

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS **DISCONNECTION NOTICE** ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Mon. DD, YYYY	\$000.00 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)

Date Filed: 04-28-16 By: Christopher B. Clark Effective Date: 07-08-16
 President, Northern States Power Company, a Minnesota corporation
 Docket No. EL16-017 Order Date: 07-08-16

DISCONNECTION NOTICE BILL FORM (Continued)

Section No. 8
2nd Revised Sheet No. 6
Cancelling 1st Revised Sheet No. 6

IMPORTANT PHONE NUMBERS

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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
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Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

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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/

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/

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/

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

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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.