

## 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	8 a.m.-5 p.m., Mon.-Fri.
TTD/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\*

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

### Payments

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

8 a.m.-5 p.m., Mon.-Fri.

\*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](http://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.

A processing fee is charged for each credit/debit card payment.

My Account/eBill/Mobile App

## 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](http://xcelenergy.com) > My Account

A processing fee is charged for payments made at a pay station.