

# Legislative

**STANDARD CUSTOMER BILL FORM BACK**

Section No. 8  
~~2nd~~<sup>3rd</sup> Revised Sheet No. 2.3  
 Cancelling ~~4st~~<sup>2nd</sup> Sheet No. 2.3

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	<b>General Inquiries*</b>	<b>Payments</b>
Residential Customer Service*	800.895.4999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Business Solutions Center*	800.481.4700	8am-5pm, Mon-Fri	PO Box 8	PO Box 9477
TTO/TTY	800.895.4949	24 hours, 7 days a week	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
Call Before You Dig	811	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.

\*Register any inquiry or complaint at the above.

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**ABOUT YOUR ELECTRIC RATES**

<b>Basic Service Charge</b> Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)	<b>Fuel Cost Charge</b> 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.
<b>Demand Charge</b> 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.	<b>kWh</b> 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.
<b>Demand Side Management</b> South Dakota Public Utilities Commission-approved tariffs allow Xcel Energy to recover costs of energy efficiency and load management programs.	<b>Infrastructure Rider</b> 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.
<b>Energy Charge</b> Charge per kWh of electric usage to recover the variable costs of producing energy.	<b>Transmission Cost Recovery</b> 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.
<b>Environmental Cost Recovery</b> South Dakota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.	

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**GENERAL INFORMATION**

<b>Estimated Bills</b> Xcel Energy attempts to read meters each month. If no reading is taken, we estimate your month's bill based on your past use.	<b>Governing Regulatory Agencies</b> The South Dakota Public Utilities Commission regulates this utility and are available for mediation. SDPUC: 500 S. Capitol Ave., Pierre, SD 57501-5070 – 800.332.1782 <a href="http://www.puc.sd.gov">www.puc.sd.gov</a>
<b>City Fees</b> A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.	<b>Late Payment Charge</b> 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.
<b>Electronic Check Conversion</b> 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.	<b>Payment Responsibility</b> 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.**

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**PAYMENT OPTIONS**

<b>Standard Payment Options:</b> (No fees apply) <ul style="list-style-type: none"> <li><b>My Account'sBill*</b> – View/pay your bill, view energy usage and access account information.</li> <li><b>Auto Pay</b> – 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.</li> <li><b>Online View and Pay</b> – View and pay your bills online through a third-party vendor.</li> <li><b>Pay By Phone</b> – Make your payment by phone from your checking or savings account by calling 800.895.4999.</li> <li><b>Pay By Mail</b> – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.</li> </ul>	<b>Other Payment Options</b> (Third-Party Fees will apply. Xcel Energy does not collect nor benefit from these fees.) <ul style="list-style-type: none"> <li><b>Credit/Debit Card Payment</b> – Use your credit or debit card either online or by calling 888.747.1523.</li> <li><b>Pay Stations</b> – Pay your bill in-person at a location near you.</li> </ul>
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*Learn more at [xcelenergy.com](http://xcelenergy.com) > My Account*

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Residential Customer Service:*	800.895.4999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Business Solutions Center:*	800.481.4700	<del>8am-5pm, Mon-Fri</del> ← 8 a.m.-5 p.m., Mon.-Fri.	Eau Claire, WI 54702-0008	PO Box 9477
TTD/TTY	800.895.4949	24 hours, 7 days a week	xcelenergy.com	Minneapolis, MN 55484-9477
Call Before You Dig	811	24 hours, 7 days a week		Please include stub for faster processing.

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<b>City Fees</b> A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.	<b>Late Payment Charge</b> <a href="http://puc.sd.gov/">http://puc.sd.gov/</a> 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.
<b>Electronic Check Conversion</b> 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.	<b>Payment Responsibility</b> 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

<b>Standard Payment Options:</b> (No fees apply) <ul style="list-style-type: none"><li><b>My Account/eBill/Mobile App</b> – View/pay your bill, view energy usage and access account information.</li><li><b>Auto Pay</b> – 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. <b>Bank</b></li><li><b>Online View and Pay</b> – View and pay your bills online through a third-party vendor.</li><li><b>Pay By Phone</b> – Make your payment by phone from your checking or savings account by calling 800.895.4999.</li><li><b>Pay By Mail</b> – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.</li></ul>	<b>Other Payment Options</b> (Third-Party Fees will apply. Xcel Energy does not collect nor benefit from these fees.) <ul style="list-style-type: none"><li><b>Credit/Debit Card Payment</b> – Use your credit or debit card either online or by calling 888.747.1523. <b>A processing fee is charged for each credit/debit card payment.</b></li><li><b>Pay Stations</b> – Pay your bill in-person at a location near you. <b>A processing fee is charged for payments made at a pay station.</b></li></ul>
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Learn more at [xcelenergy.com](http://xcelenergy.com) > My Account

Date Filed: 04-28-1603-07-17 By: Christopher B. Clark Effective Date: 07-08-16  
President, Northern States Power Company, a Minnesota corporation  
Docket No. EL16-01717- Order Date: 07-08-16

**DISCONNECTION NOTICE BILL FORM (Continued)**

Section No. 8

~~2nd~~<sup>3rd</sup> Revised Sheet No. 6

Cancelling ~~1st~~<sup>2nd</sup> Revised Sheet No. 6

**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**

<b>General Inquiries*</b>	<b>Payments</b>
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	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/](http://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/](http://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/](http://www.psc.nd.gov/)

**PAYMENT OPTIONS** *Learn more at [xcelenergy.com/payment](http://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.

Date Filed: ~~04-28-16~~<sup>03-07-17</sup>

By: Christopher B. Clark

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President, Northern States Power Company, a Minnesota corporation

Docket No. ~~EL16-01717-~~

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**DISCONNECTION NOTICE BILL FORM (Continued)**

Section No. 8

~~2nd~~<sup>3rd</sup> Revised Sheet No. 6

Cancelling ~~1st~~<sup>2nd</sup> Revised Sheet No. 6

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Electric Emergencies: 1-800-895-1999	24 hr	<b>800.895.1999</b>	<b>General Inquiries*</b> Xcel Energy PO Box 8 Minneapolis, MN 55484-9477 xcelenergy.com *1 54702-0008
Natural Gas: 800.895.2999	24 hr	<b>800.895.2999</b>	
Residential Customer Service: 1-800-895-4999	24 hr	<b>800.895.4999</b>	
Business: 800.481.4700	8 a.m. - 5 p.m., Mon.-Fri.	<b>800.481.4700</b>	
TDD/TTY: 1-800-895-4549	24 hr	<b>800.895.4549</b>	
Call Before You Dig: 811	24 hr	<b>800.895.4949</b>	
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<b>Minnesota</b> – 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 <a href="http://mn.gov/puc/">http://mn.gov/puc/</a>		<b>South Dakota</b> – 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 <a href="http://puc.sd.gov/">http://puc.sd.gov/</a>	
<b>North Dakota</b> – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPS: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 1-877-245-6685 <a href="http://psc.nd.gov/">http://psc.nd.gov/</a>		<b>800.657.3782</b> <b>877.245.6685</b> <b>800.332.1782</b>	
PAYMENT OPTIONS <i>Learn more at xcelenergy.com/payment</i>			
<b>Standard Payment Options:</b> (No fees apply)			
<ul style="list-style-type: none"> <li><b>My Account/eBill</b> – View/pay your bill online, view energy usage and access account information.</li> <li><b>Auto Pay</b> – Auto <b>Bank</b> pay your bill directly from your bank account.</li> <li><b>Online View and Pay</b> – View and pay your bills online through a third-party vendor.</li> <li><b>Pay By Phone</b> – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.</li> <li><b>Pay By Mail</b> – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.</li> </ul>	<ul style="list-style-type: none"> <li><b>electronically</b></li> <li><b>888.747.1523</b></li> <li><b>800.895.4999</b></li> </ul>	<b>Other Payment Options</b> (Third-party fees w/ from these fees.)	
		<ul style="list-style-type: none"> <li><b>Credit/Debit Card Payment</b> – Use your credit or debit card either online or by calling 1-888-747-1523. <b>A convenience fee of \$2.45 is charged for each credit/debit card payment.</b></li> <li><b>Pay Stations</b> – Pay your bill in-person at a location near you.</li> <li><b>Electronic Check Conversion</b> – 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.</li> </ul>	
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