

STANDARD CUSTOMER BILL FORM BACK

Section No. 8
 3rd Revised Sheet No. 2.3
 Cancelling 2nd Revised Sheet No. 2.3

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Residential Customer Service:*	800.895.4999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Business Solutions Center:*	800.481.4700	8 a.m. – 5 p.m., Mon. – Fri.	PO Box 8	PO Box 9477
TTD/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.

ABOUT YOUR ELECTRIC RATES

Basic Service Charge Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)	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.
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.	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.
Demand Side Management South Dakota Public Utilities Commission-approved tariffs allow Xcel Energy to recover costs of energy efficiency and load management programs.	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.
Energy Charge Charge per kWh of electric usage to recover the variable costs of producing energy.	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.
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.	

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.	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 http://puc.sd.gov/
City Fees A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.	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.
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.	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 *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)	Other Payment Options (Third-Party Fees will apply. Xcel Energy does not collect nor benefit from these fees.)
<ul style="list-style-type: none"> My Account/Bill/Mobile App — 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. Bank 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. 	<ul style="list-style-type: none"> Credit/Debit Card Payment — Pay with your credit or debit card electronically in My Account/Bill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment. Pay Stations — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com > My Account

Date Filed: 03-07-17 By: Christopher B. Clark Effective Date: 05-01-17
 President, Northern States Power Company, a Minnesota corporation
 Docket No. EL17-012 Order Date: 05-04-17

DISCONNECTION NOTICE BILL FORM (Continued)

Section No. 8
3rd Revised Sheet No. 6
Cancelling 2nd Revised Sheet No. 6

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	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*	Payments
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—800.657.3782
<http://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—877.245.6685
<http://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—800.332.1782
<http://puc.sd.gov/>

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

Standard Payment Options: (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, view energy usage and access account information.
- **Auto Pay** — Automatically pay your bill directly from your bank account.
- **Bank 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** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

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.

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