

Name of Respondent		This Report Is:		Date of Report	Year/Period of Report
Northern States Power Company (Minnesota)		(1) <input checked="" type="checkbox"/> An Original	(2) <input type="checkbox"/> A Resubmission	(Mo, Da, Yr) / /	End of 2008/Q4
ELECTRIC OPERATION AND MAINTENANCE EXPENSES					
If the amount for previous year is not derived from previously reported figures, explain in footnote.					
Line No.	Account (a)			Amount for Current Year (b)	Amount for Previous Year (c)
1	1. POWER PRODUCTION EXPENSES				
2	A. Steam Power Generation				
3	Operation				
4	(500) Operation Supervision and Engineering			6,214,010	6,481,364
5	(501) Fuel			361,095,059	324,978,200
6	(502) Steam Expenses			17,948,987	16,598,789
7	(503) Steam from Other Sources				
8	(Less) (504) Steam Transferred-Cr.				
9	(505) Electric Expenses			5,932,583	5,256,206
10	(506) Miscellaneous Steam Power Expenses			20,711,490	24,284,804
11	(507) Rents			5,228,307	5,240,489
12	(509) Allowances				
13	TOTAL Operation (Enter Total of Lines 4 thru 12)			417,130,436	382,839,852
14	Maintenance				
15	(510) Maintenance Supervision and Engineering			1,958,952	2,109,376
16	(511) Maintenance of Structures			7,376,114	5,955,398
17	(512) Maintenance of Boiler Plant			35,945,387	37,434,067
18	(513) Maintenance of Electric Plant			12,173,312	13,079,824
19	(514) Maintenance of Miscellaneous Steam Plant			14,101,094	17,019,386
20	TOTAL Maintenance (Enter Total of Lines 15 thru 19)			71,554,859	75,598,051
21	TOTAL Power Production Expenses-Steam Power (Entr Tot lines 13 & 20)			488,685,295	458,437,903
22	B. Nuclear Power Generation				
23	Operation				
24	(517) Operation Supervision and Engineering			36,731,492	50,807,702
25	(518) Fuel			76,752,261	69,704,810
26	(519) Coolants and Water			5,555,018	2,854,931
27	(520) Steam Expenses			27,772,772	49,632,230
28	(521) Steam from Other Sources				
29	(Less) (522) Steam Transferred-Cr.				
30	(523) Electric Expenses			2,445,144	4,526,662
31	(524) Miscellaneous Nuclear Power Expenses			98,171,210	81,503,290
32	(525) Rents			2,500,052	1,754,247
33	TOTAL Operation (Enter Total of lines 24 thru 32)			249,927,949	260,783,872
34	Maintenance				
35	(528) Maintenance Supervision and Engineering			8,914,034	12,045,579
36	(529) Maintenance of Structures			349,621	8,585,491
37	(530) Maintenance of Reactor Plant Equipment			18,642,685	5,321,276
38	(531) Maintenance of Electric Plant			6,195,186	14,036,223
39	(532) Maintenance of Miscellaneous Nuclear Plant			14,454,783	24,086,538
40	TOTAL Maintenance (Enter Total of lines 35 thru 39)			48,556,309	64,075,107
41	TOTAL Power Production Expenses-Nuc. Power (Entr tot lines 33 & 40)			298,484,258	324,858,979
42	C. Hydraulic Power Generation				
43	Operation				
44	(535) Operation Supervision and Engineering			1,320	9,550
45	(536) Water for Power			-186	
46	(537) Hydraulic Expenses			204	406
47	(538) Electric Expenses			234,609	191,246
48	(539) Miscellaneous Hydraulic Power Generation Expenses			129,751	103,276
49	(540) Rents			20,346	11,833
50	TOTAL Operation (Enter Total of Lines 44 thru 49)			386,044	316,311
51	C. Hydraulic Power Generation (Continued)				
52	Maintenance				
53	(541) Maintenance Supervision and Engineering			8,446	1,770
54	(542) Maintenance of Structures			82,055	74,149
55	(543) Maintenance of Reservoirs, Dams, and Waterways			260,373	31,806
56	(544) Maintenance of Electric Plant			52,346	25,386
57	(545) Maintenance of Miscellaneous Hydraulic Plant			2,742	1,072
58	TOTAL Maintenance (Enter Total of lines 53 thru 57)			405,962	134,183
59	TOTAL Power Production Expenses-Hydraulic Power (tot of lines 50 & 58)			792,006	450,494

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ELECTRIC OPERATION AND MAINTENANCE EXPENSES (Continued)					
If the amount for previous year is not derived from previously reported figures, explain in footnote.					
Line No.	Account (a)			Amount for Current Year (b)	Amount for Previous Year (c)
60	D. Other Power Generation				
61	Operation				
62	(546) Operation Supervision and Engineering			844,969	203,078
63	(547) Fuel			102,298,570	109,310,479
64	(548) Generation Expenses			2,427,682	1,669,087
65	(549) Miscellaneous Other Power Generation Expenses			4,978,992	556,178
66	(550) Rents			1,011,137	705,958
67	TOTAL Operation (Enter Total of lines 62 thru 66)			111,561,350	112,444,780
68	Maintenance				
69	(551) Maintenance Supervision and Engineering			186,092	60,588
70	(552) Maintenance of Structures			2,078,136	881,028
71	(553) Maintenance of Generating and Electric Plant			5,402,217	3,449,085
72	(554) Maintenance of Miscellaneous Other Power Generation Plant			227,665	119,191
73	TOTAL Maintenance (Enter Total of lines 69 thru 72)			7,894,110	4,509,892
74	TOTAL Power Production Expenses-Other Power (Enter Tot of 67 & 73)			119,455,460	116,954,672
75	E. Other Power Supply Expenses				
76	(555) Purchased Power			1,041,992,866	1,131,178,057
77	(556) System Control and Load Dispatching			99,512	162,903
78	(557) Other Expenses			106,517,615	16,634,212
79	TOTAL Other Power Supply Exp (Enter Total of lines 76 thru 78)			1,148,609,993	1,147,975,172
80	TOTAL Power Production Expenses (Total of lines 21, 41, 59, 74 & 79)			2,056,027,012	2,048,677,220
81	2. TRANSMISSION EXPENSES				
82	Operation				
83	(560) Operation Supervision and Engineering			4,412,242	5,120,616
84	(561) Load Dispatching				
85	(561.1) Load Dispatch-Reliability			533,491	490,044
86	(561.2) Load Dispatch-Monitor and Operate Transmission System			5,537,839	5,960,132
87	(561.3) Load Dispatch-Transmission Service and Scheduling			47,928	48,285
88	(561.4) Scheduling, System Control and Dispatch Services			6,688,949	6,591,983
89	(561.5) Reliability, Planning and Standards Development			606,555	190,707
90	(561.6) Transmission Service Studies			-5,347	-2,054
91	(561.7) Generation Interconnection Studies			22,982	40,169
92	(561.8) Reliability, Planning and Standards Development Services			520,953	474,704
93	(562) Station Expenses			988,029	1,100,268
94	(563) Overhead Lines Expenses			1,214,278	1,006,014
95	(564) Underground Lines Expenses			1,287	
96	(565) Transmission of Electricity by Others			67,969,184	56,327,514
97	(566) Miscellaneous Transmission Expenses			44,891,883	43,494,831
98	(567) Rents			2,618,697	2,399,116
99	TOTAL Operation (Enter Total of lines 83 thru 98)			136,048,950	123,242,329
100	Maintenance				
101	(568) Maintenance Supervision and Engineering			121,906	68,855
102	(569) Maintenance of Structures			899	
103	(569.1) Maintenance of Computer Hardware				
104	(569.2) Maintenance of Computer Software				
105	(569.3) Maintenance of Communication Equipment				
106	(569.4) Maintenance of Miscellaneous Regional Transmission Plant				
107	(570) Maintenance of Station Equipment			4,240,539	3,961,453
108	(571) Maintenance of Overhead Lines			6,599,869	6,577,658
109	(572) Maintenance of Underground Lines			65	
110	(573) Maintenance of Miscellaneous Transmission Plant			65,881	52,368
111	TOTAL Maintenance (Total of lines 101 thru 110)			11,029,159	10,660,334
112	TOTAL Transmission Expenses (Total of lines 99 and 111)			147,078,109	133,902,663

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ELECTRIC OPERATION AND MAINTENANCE EXPENSES (Continued)				
If the amount for previous year is not derived from previously reported figures, explain in footnote.				
Line No.	Account (a)	Amount for Current Year (b)	Amount for Previous Year (c)	
113	3. REGIONAL MARKET EXPENSES			
114	Operation			
115	(575.1) Operation Supervision	231,820	169,760	
116	(575.2) Day-Ahead and Real-Time Market Facilitation	5,965	47,867	
117	(575.3) Transmission Rights Market Facilitation		16,378	
118	(575.4) Capacity Market Facilitation			
119	(575.5) Ancillary Services Market Facilitation		32,950	
120	(575.6) Market Monitoring and Compliance		16,474	
121	(575.7) Market Facilitation, Monitoring and Compliance Services	9,746,447	9,398,109	
122	(575.8) Rents	20,466	31,386	
123	Total Operation (Lines 115 thru 122)	10,004,718	9,712,924	
124	Maintenance			
125	(576.1) Maintenance of Structures and Improvements			
126	(576.2) Maintenance of Computer Hardware			
127	(576.3) Maintenance of Computer Software			
128	(576.4) Maintenance of Communication Equipment			
129	(576.5) Maintenance of Miscellaneous Market Operation Plant			
130	Total Maintenance (Lines 125 thru 129)			
131	TOTAL Regional Transmission and Market Op Expns (Total 123 and 130)	10,004,718	9,712,924	
132	4. DISTRIBUTION EXPENSES			
133	Operation			
134	(580) Operation Supervision and Engineering	8,587,770	8,697,108	
135	(581) Load Dispatching	5,272,785	4,718,462	
136	(582) Station Expenses	2,481,727	2,400,366	
137	(583) Overhead Line Expenses	602,858	1,733,817	
138	(584) Underground Line Expenses	6,218,566	5,838,269	
139	(585) Street Lighting and Signal System Expenses	1,816,460	1,633,293	
140	(586) Meter Expenses	2,939,367	2,570,190	
141	(587) Customer Installations Expenses	2,877,813	1,699,276	
142	(588) Miscellaneous Expenses	15,641,371	16,360,600	
143	(589) Rents	2,847,940	2,876,700	
144	TOTAL Operation (Enter Total of lines 134 thru 143)	49,286,657	48,528,081	
145	Maintenance			
146	(590) Maintenance Supervision and Engineering	504,641	373,222	
147	(591) Maintenance of Structures			
148	(592) Maintenance of Station Equipment	5,152,322	4,618,007	
149	(593) Maintenance of Overhead Lines	35,672,906	35,092,045	
150	(594) Maintenance of Underground Lines	9,000,754	8,729,771	
151	(595) Maintenance of Line Transformers	1,683,233	1,715,236	
152	(596) Maintenance of Street Lighting and Signal Systems	1,521,843	1,266,787	
153	(597) Maintenance of Meters	111,395	178,684	
154	(598) Maintenance of Miscellaneous Distribution Plant	1,719	870	
155	TOTAL Maintenance (Total of lines 146 thru 154)	53,648,813	51,974,622	
156	TOTAL Distribution Expenses (Total of lines 144 and 155)	102,935,470	100,502,703	
157	5. CUSTOMER ACCOUNTS EXPENSES			
158	Operation			
159	(901) Supervision	256,483	327,042	
160	(902) Meter Reading Expenses	20,380,433	18,978,278	
161	(903) Customer Records and Collection Expenses	25,131,454	26,241,629	
162	(904) Uncollectible Accounts	18,758,034	16,990,318	
163	(905) Miscellaneous Customer Accounts Expenses	111,534	100,944	
164	TOTAL Customer Accounts Expenses (Total of lines 159 thru 163)	64,637,938	62,638,211	

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ELECTRIC OPERATION AND MAINTENANCE EXPENSES (Continued)

If the amount for previous year is not derived from previously reported figures, explain in footnote.

Line No.	Account (a)	Amount for Current Year (b)	Amount for Previous Year (c)
165	6. CUSTOMER SERVICE AND INFORMATIONAL EXPENSES		
166	Operation		
167	(907) Supervision		
168	(908) Customer Assistance Expenses	59,684,949	68,338,757
169	(909) Informational and Instructional Expenses	1,293,266	1,003,254
170	(910) Miscellaneous Customer Service and Informational Expenses		
171	TOTAL Customer Service and Information Expenses (Total 167 thru 170)	60,978,215	69,342,011
172	7. SALES EXPENSES		
173	Operation		
174	(911) Supervision		
175	(912) Demonstrating and Selling Expenses	152,452	159,488
176	(913) Advertising Expenses		
177	(916) Miscellaneous Sales Expenses		
178	TOTAL Sales Expenses (Enter Total of lines 174 thru 177)	152,452	159,488
179	8. ADMINISTRATIVE AND GENERAL EXPENSES		
180	Operation		
181	(920) Administrative and General Salaries	44,731,423	42,892,467
182	(921) Office Supplies and Expenses	39,276,794	39,972,837
183	(Less) (922) Administrative Expenses Transferred-Credit	15,860,300	12,964,536
184	(923) Outside Services Employed	19,979,489	16,712,337
185	(924) Property Insurance	5,364,982	3,880,010
186	(925) Injuries and Damages	11,095,583	10,670,293
187	(926) Employee Pensions and Benefits	54,623,670	41,703,254
188	(927) Franchise Requirements		
189	(928) Regulatory Commission Expenses	5,406,314	5,397,251
190	(929) (Less) Duplicate Charges-Cr.	3,096,710	3,311,417
191	(930.1) General Advertising Expenses	3,755,011	3,844,832
192	(930.2) Miscellaneous General Expenses	2,969,817	2,622,688
193	(931) Rents	12,818,377	10,258,090
194	TOTAL Operation (Enter Total of lines 181 thru 193)	181,064,450	161,678,106
195	Maintenance		
196	(935) Maintenance of General Plant	476,860	119,421
197	TOTAL Administrative & General Expenses (Total of lines 194 and 196)	181,541,310	161,797,527
198	TOTAL Elec Op and Maint Exps (Total 80,112,131,156,164,171,178,197)	2,623,355,224	2,586,732,747

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FOOTNOTE DATA			

Schedule Page: 320 Line No.: 78 Column: b

Includes \$40,914,989 of fixed costs and \$23,280,397 of variable costs reimbursed to Northern States Power Co. (a Wisconsin corporation) for production costs shared through the Interchange Agreement.

Northern States Power Co. (a Minnesota corporation) and Northern States Power Co. (a Wisconsin corporation) are both operating utility subsidiaries of Xcel Energy Inc. The two companies coordinate the operation and maintenance of their electric generation and transmission systems through an Interchange Agreement.

Schedule Page: 320 Line No.: 78 Column: c

Includes \$39,481,496 of fixed costs and \$39,863,722 of variable costs reimbursed to Northern States Power Co. (a Wisconsin corporation) for production costs shared through the Interchange Agreement.

Northern States Power Co. (a Minnesota corporation) and Northern States Power Co. (a Wisconsin corporation) are both operating utility subsidiaries of Xcel Energy Inc. The two companies coordinate the operation and maintenance of their electric generation and transmission systems through an Interchange Agreement.

Also includes (\$29,866,097) of credits returned to customers through the fuel clause adjustment mechanism relating to margins on sales of excess power produced by NSP-Minnesota generating plants and margins from trading activities.

Also includes a credit of (\$29,182,892) for electric production costs that were deferred in accordance with the state fuel clause adjustment mechanism. See p 232 Regulatory Assets. The costs were credited to Account No. 557 and debited to Account No. 182.3.

Schedule Page: 320 Line No.: 97 Column: b

Includes \$42,167,323 of fixed costs reimbursed to Northern States Power Co. (a Wisconsin corporation) for transmission costs shared through the Interchange Agreement.

Schedule Page: 320 Line No.: 97 Column: c

Includes \$40,872,488 of fixed costs reimbursed to Northern States Power Co. (a Wisconsin corporation) for transmission costs shared through the Interchange Agreement.

FERC		2008 Amount	Adjustments	Adjusted Total
Line #	Cd Account			
1	1.	POWER PRODUCTION EXPENSES		
2	A.	Steam Power Generation		
3		Operation		
4	500	Stm Prod Op & Supr	6,214,010	
5	501	Stm Gen Fuel	361,095,059	
6	502	Steam Expenses Major	17,948,987	
7	503	Steam from Other Sources		
8	504	(Less) Steam Transferred-Cr.		
9	505	Stm Gen Elec Exp. Major	5,932,583	
10	506	Misc Steam Pwr Exp	20,711,490	
11	507	Stm Pow Gen Rents	5,228,307	
12	509	Allowances		
13		Total Operation	417,130,436	
14		Maintenance		
15	510	Stm Maint Super&Eng	1,958,952	
16	511	Stm Maint of Structures	7,376,114	
17	512	Stm Maint of Boiler Plt	35,945,387	
18	513	Stm Maint of Elec Plant	12,173,312	
19	514	Stm Maint of Misc Stm Plt	14,101,094	
20		Total Maintenance	71,554,859	
21		TOTAL Power Production Expenses-Steam	488,685,295	488,685,295
22	B.	Nuclear Power Generation		
23		Operation		
24	517	Nuc Oper Super & Eng	36,731,492	
25	518	Nuclear Fuel Expense	76,752,261	
26	519	Nuclear coolants & Wtr	5,555,018	
27	520	Nuclear Steam Expense	27,772,772	
28	521	Steam from Other Sources		
29	522	(Less) Steam Transferred-Cr.		
30	523	Nuclear Electric Expense	2,445,144	
31	524	Nuclear Power Misc Exp	98,171,210	
32	525	Nuclear Gen Rents	2,500,052	
33		Total Operation	249,927,949	
34		Maintenance		
35	528	Nuc Maint Super & Eng	8,914,034	
36	529	Nuc Maint of Structures	349,621	
37	530	Nuc Mtc of React Plt Equip	18,642,685	
38	531	Nuc Maint of Elect Plant	6,195,186	
39	532	Nuc Mtc of Misc Nuc Plant	14,454,783	
40		Total Maintenance	48,556,309	
41		TOTAL Power Production Expenses-Nuc. Power	298,484,258	298,484,258
42	C.	Hydraulic Power Generation		
43		Operation		
44	535	Hyd Oper Super & Eng	1,320	
45	536	Hyd Oper Water for Pwr	-186	
46	537	Hydro Oper Hydraulic Exp	204	
47	538	Hyd Oper Electric Exp	234,609	
48	539	Hydro Oper Misc Gen Exp	129,751	
49	540	Hyd Oper Rents	20,346	
50		Total Operation	386,044	
51	C.	Hydraulic Power Generation (Continued)		
52		Maintenance		
53	541	Hydro Mtc Super& Eng	8,446	
54	542	Hyd Maint of Structures	82,055	
55	543	Hydro Mtc Resv, Dams	260,373	
56	544	Hyd Maint of Elec Plant	52,346	
57	545	Hyd Mt Misc Hyd Plnt Mjr	2,742	
58		Total Maintenance	405,962	
59		TOTAL Power Production Expenses-Hydraulic Power	792,006	792,006

FERC		2008 Amount	Adjustments	Adjusted Total
Line #	Cd Account			
60	D. Other Power Generation			
61	Operation			
62	546 Oth Oper Super&Eng	844,969		
63	547 Oth Oper Fuel	102,298,570		
64	548 Oth Oper Gen Exp	2,427,682		
65	549 Oth Oper Misc Gen Exp	4,978,992		
66	550 Oth Oper Rents	1,011,137		
67	Total Operation	111,561,350		
68	Maintenance			
69	551 Oth Maint Super & Eng	186,092		
70	552 Oth Maint of Structures	2,078,136		
71	553 Oth Mtc of Gen & Ele Plant	5,402,217		
72	554 Oth Mtc Misc Gen Plt Mjr	227,665		
73	Total Maintenance	7,894,110		
74	TOTAL Power Production Expenses-Other Power	119,455,460		119,455,460
75	E. Other Power Supply Expenses			
76	555 Purchased Power	1,041,992,865		
77	556 Load Dispatch	99,512		
78	557 Other Power Oth Exp	106,517,615		
79	TOTAL Other Power Supply	1,148,609,992		1,148,609,992
80	TOTAL POWER PRODUCTION EXPENSES ⁽¹⁾	2,056,027,011	38,420,000	2,094,447,011
81	2. TRANSMISSION EXPENSES			
82	Operation			
83	560 Trans Oper Super & Eng	4,412,242		
84	561 Load Dispatching			
85	561.1 Load Disp-Reliability	533,491		
86	561.2 Load Disp-Monitor/Operate	5,537,839		
87	561.3 Load Disp-Trans Serv/Sch	47,928		
88	561.4 Load Disp-Sch/Con/Disp Serv	6,688,949		
89	561.5 Rel/Plan/Standards Dev	606,555		
90	561.6 Trans Service Studies	-5,347		
91	561.7 Gen Interconn Studies	22,982		
92	561.8 Rel/Plan/Standards Dev Serv	520,953		
93	562 Trans Oper Station Exp	988,029		
94	563 Trans Oper OH Lines	1,214,278		
95	564 UG Lline Exp	1,287		
96	565 Trans of Elec By Others	67,969,184		
97	566 Trans Oper Misc Exp	44,891,883		
98	567 Trans Rents	2,618,697		
99	Total Operation	136,048,950		
100	Maintenance			
101	568 Trans Mtce Super & Eng	121,906		
102	569 Trans Maint of Structures	899		
103	569.1 Maintenance of Computer Hardware			
104	569.2 Maintenance of Computer Software			
105	569.3 Maintenance of Communication Equipment			
106	569.4 Maintenance of Miscellaneous Regional Transmission Plant			
107	570 Tran Mnt of Station Equip	4,240,539		
108	571 Trans Mt of Overhead Line	6,599,869		
109	572 Trans Maint of UG lines	65		
110	573 Trans Mtc of Misc Plt Mjr	65,881		
111	Total Maintenance	11,029,159		
112	TOTAL TRANSMISSION EXPENSES	147,078,109	8,568,000	155,646,109

FERC		2008 Amount	Adjustments	Adjusted Total
Line #	Cd Account			
113	3. REGIONAL MARKET EXPENSES			
114	Operation			
115	575.1 Operation Supervision	231,820		
116	575.2 DA & RT Mkt Admin	5,965		
117	575.3 Transmission Rights Market Facilitation			
118	575.4 Capacity Market Facilitation			
119	575.5 Ancillary Services Market Facilitation			
120	575.6 Market Monitoring and Compliance			
121	575.7 Mkt Fac/Mon/Comp Serv	9,746,447		
122	575.8 Regional Market Rents	20,486		
123	Total Operation	10,004,718		
124	Maintenance			
125	576.1 Maintenance of Structures and Improvements			
126	576.2 Maintenance of Computer Hardware			
127	576.3 Maintenance of Computer Software			
128	576.4 Maintenance of Communication Equipment			
129	576.5 Maintenance of Miscellaneous Market Operation Plant			
130	Total Maintenance			
131	TOTAL REGIONAL TRANSMISSION AND MARKET OP EXPENSES⁶	10,004,718		10,004,718
132	4. DISTRIBUTION EXPENSES			
133	Operation			
134	580 Dist Oper Sup & Eng	8,587,770		
135	581 Dist Load Dispatching	5,272,785		
136	582 Dist Op Station Exp	2,481,727		
137	583 Dist Oper Overhead Lines	602,858		
138	584 Dist Op UG Elec lines	6,218,566		
139	585 Dist Oper Streetlight	1,816,460		
140	586 Dist Oper Meter Exp	2,939,367		
141	587 Dist Oper Cust Install	2,877,813		
142	588 Dist Oper Misc Exp	15,641,371		
143	589 Dist Rents	2,847,940		
144	Total Operation	49,286,657		
145	Maintenance			
146	590 Dist Mtc Super & Eng	504,641		
147	591 Maintenance of Structures			
148	592 Dist Mt of Station Equip	5,152,322		
149	593 Dist Mtc of Overhead Lines	35,672,906		
150	594 Dist Mt of Undergrnd Line	9,000,754		
151	595 Dist Mt of Line Transform	1,683,233		
152	596 Dist Mtc of Streetlights	1,521,843		
153	597 Dist Mtc of Meters	111,395		
154	598 Dist Maint of Dist Plant	1,719		
155	Total Maintenance	53,648,813		
156	TOTAL DISTRIBUTION EXPENSES	102,935,470	2,695,000	105,630,470
157	5. CUSTOMER ACCOUNTS EXPENSES			
158	Operation			
159	901 Cust Acct Supervise	256,483		
160	902 Cust Acct Meter Read	20,380,433		
161	903 Cust Acct Recrds & Coll	25,131,454		
162	904 Cust Acct Uncollect	18,758,034		
163	905 Cust Acct Misc	111,534		
164	TOTAL CUSTOMER ACCOUNTS EXPENSES	64,637,938	551,000	65,188,938
165	6. CUSTOMER SERVICE AND INFORMATION EXPENSES			
166	Operation			
167	907 Supervision			
168	908 Customer Asst Expense	59,684,949		
169	909 Cust Serv Instruct Adver	1,293,266		
170	910 Miscellaneous Customer Service and Information Expenses			
171	TOTAL CUSTOMER SERVICE AND INFORMATION EXPENSES	60,978,215	(83,000)	60,895,215

FERC					
Line #	Cd	Account	2008 Amount	Adjustments	Adjusted Total
172		7. SALES EXPENSES			
173		Operation			
174		911 Supervision			
175		912 Sales Demo & Sales	152,452		
176		913 Advertising Expenses			
177		916 Miscellaneous Sales Expenses			
178		TOTAL SALES EXPENSES	152,452	239,000	391,452
179		8. ADMINISTRATIVE AND GENERAL EXPENSES			
180		Operation			
181		920 A&G Salaries	44,731,423		
182		921 A&G Office & Supplies	39,276,795		
183		922 (Less) A&G Admn Transfer Crdt	-15,860,300		
184		923 A&G Outside Services	19,979,490		
185		924 A&G Property Insurance	5,364,982		
186		925 A&G Injuires & Damages	11,095,583		
187		926 A&G Pen & Ben	54,623,671		
188		927 Franchise Requirements			
189		928 A&G Regulatory Comm Exp	5,406,315		
190		929 (Less) A&G Duplicate Chrg Crdt	-3,096,710		
191		930.1 A&G General Advertising	3,755,011		
192		930.2 A&G Misc General Exp	2,969,817		
193		931 A&G Rents	12,818,377		
194		Total Operation	181,064,454		
195		Maintenance			
196		935 A&G Maint of Gen PLT	476,860		
197		TOTAL ADMINISTRATIVE & GENERAL EXPENSES	181,541,314	12,402,000	193,943,314
198		TOTAL ELEC OP AND MAINT EXPENSES	2,623,355,227	62,792,000	2,686,147,227

(1) Production Expenses in the Cost of Service include both Production and Regional Transmission Market Operations

Northern States Power Company, a Minnesota corporation
 Electric Utility - Total Company
 Schedule H-1 Adjustments to Operating & Maintenance Expenses
 Year Ended December 31, 2008
 Electric Operation and Maintenance Expenses

Docket No. EL09-_____
 Schedule H-1
 Page 1 of 2

Description	Jan Fcst	Feb Fcst	Mar Fcst	Apr Fcst	May Fcst	Jun Fcst	Jul Fcst	Aug Fcst	Sep Fcst	Oct Fcst	Nov Fcst	Dec Fcst	YE Fcst	Adjustments	Adjusted Total
Power Production															
Operating (1)															
Labor	13,455,846	12,343,839	11,832,336	12,499,858	12,627,974	11,741,869	13,270,721	11,763,683	13,452,995	11,167,066	10,005,091	4,474,959	138,636,237		
Other	145,740,757	145,678,330	148,187,511	121,269,690	150,324,966	160,608,351	201,506,615	174,415,827	124,463,911	119,236,767	142,207,840	155,338,969	1,788,979,533		
	159,196,603	158,022,169	160,019,847	133,769,548	162,952,940	172,350,220	214,777,336	186,179,510	137,916,906	130,403,833	152,212,931	159,813,928	1,927,615,770		
Maintenance															
Labor	5,991,429	8,997,880	9,495,007	6,355,855	4,635,003	4,230,450	4,332,675	4,107,393	8,386,167	11,395,355	5,230,828	4,731,736	77,889,782		
Other	4,228,924	13,968,759	3,188,885	5,973,837	5,785,246	2,506,516	3,632,147	3,762,446	(10,770,634)	2,406,867	6,781,616	9,056,849	50,521,462		
	10,220,353	22,966,639	12,683,892	12,329,692	10,420,249	6,736,966	7,964,822	7,869,839	(2,384,467)	13,802,222	12,012,444	13,788,585	128,411,244		
Power Production Expense TOTALS	169,416,956	180,988,808	172,703,739	146,099,240	173,373,189	179,087,186	222,742,158	194,049,349	135,532,439	144,206,055	164,225,375	173,602,513	2,056,027,014	38,420,000	2,094,447,014
Transmission															
Operating															
Labor	1,007,490	936,348	775,743	1,008,220	796,066	893,941	1,021,631	779,810	864,067	580,191	305,539	879,313	9,848,357		
Other	9,887,700	9,162,115	9,994,200	10,049,209	10,217,389	9,265,571	11,620,564	11,228,581	10,909,991	10,525,594	10,279,211	13,060,472	126,200,591		
	10,895,190	10,098,463	10,769,943	11,057,429	11,013,455	10,159,512	12,642,195	12,008,391	11,774,058	11,105,785	10,584,750	13,939,785	136,048,948		
Maintenance															
Labor	310,015	245,679	333,939	311,239	347,122	260,486	235,983	302,960	368,797	235,327	316,435	286,429	3,554,409		
Other	733,428	469,692	451,302	623,372	593,006	402,581	714,358	797,491	964,348	677,023	511,096	537,051	7,474,750		
	1,043,443	715,371	785,241	934,611	940,128	663,067	950,341	1,100,451	1,333,145	912,350	827,531	823,480	11,029,159		
Transmission Expense TOTALS	11,938,633	10,813,834	11,555,184	11,992,040	11,953,583	10,822,579	13,592,536	13,108,842	13,107,203	12,018,135	11,412,281	14,763,265	147,078,107	8,568,000	155,646,107
Regional Market															
Operating															
Labor	-500	14,214	7,190	11,031	18,146	6,755	22,252	5,025	11,435	3,630	733	5,050	104,960		
Other	916,081	1,031,420	649,186	696,356	744,086	916,681	906,254	925,572	732,209	769,778	755,043	857,091	9,899,758		
	915,581	1,045,634	656,376	707,387	762,232	923,436	928,506	930,597	743,644	773,408	755,776	862,141	10,004,718		
Maintenance															
Labor	0	0	0	0	0	0	0	0	0	0	0	0	0		
Other	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0	0	0	0	0	0	0		
Regional Market Expense TOTALS	915,581	1,045,634	656,376	707,387	762,232	923,436	928,506	930,597	743,644	773,408	755,776	862,141	10,004,718		10,004,718
Distribution															
Operating															
Labor	2,735,090	2,369,388	2,390,733	2,625,906	2,370,324	2,345,512	2,480,503	2,121,515	3,116,922	2,280,705	1,912,744	2,252,276	29,001,617		
Other	1,663,354	1,515,285	1,978,054	2,090,718	2,219,314	1,557,079	1,989,259	1,192,850	1,855,517	1,770,905	1,289,614	1,163,096	20,285,042		
	4,398,444	3,884,673	4,368,787	4,716,624	4,589,638	3,902,591	4,469,762	3,314,365	4,972,439	4,051,610	3,202,358	3,415,372	49,286,659		
Maintenance															
Labor	1,474,032	1,201,949	1,233,965	1,531,870	1,568,592	1,732,453	1,908,655	1,859,336	1,499,047	1,389,714	1,015,245	1,115,910	17,530,767		
Other	3,218,443	3,040,687	2,624,405	3,618,017	3,670,868	2,967,023	3,941,644	3,574,942	2,009,785	3,231,613	2,255,123	1,965,493	36,118,046		
	4,692,475	4,242,636	3,858,370	5,149,887	5,239,460	4,699,476	5,850,299	5,434,278	3,508,832	4,621,327	3,270,368	3,081,403	53,648,813		
Distribution Expense TOTALS	9,090,919	8,127,309	8,227,157	9,866,511	9,829,098	8,602,067	10,320,061	8,748,643	8,481,271	8,672,937	6,472,726	6,496,775	102,935,472	2,695,000	105,630,472

Northern States Power Company, a Minnesota corporation
 Electric Utility - Total Company
 Schedule H-1 Adjustments to Operating & Maintenance Expenses
 Year Ended December 31, 2008
 Electric Operation and Maintenance Expenses

Description	Jan Fcst	Feb Fcst	Mar Fcst	Apr Fcst	May Fcst	Jun Fcst	Jul Fcst	Aug Fcst	Sep Fcst	Oct Fcst	Nov Fcst	Dec Fcst	YE Fcst	Adjustments	Adjusted Total
Customer Accounting															
Operating															
Labor	1,433,289	1,349,991	1,310,587	1,472,902	1,423,977	1,321,424	1,384,312	1,315,543	1,314,995	975,182	653,998	1,131,019	15,087,220		
Other	4,052,409	3,470,251	4,111,788	3,957,951	3,910,041	3,283,179	4,026,217	4,389,152	3,797,982	3,687,451	3,265,021	7,599,270	49,550,718		
	5,485,698	4,820,242	5,422,375	5,430,853	5,334,018	4,604,603	5,410,529	5,704,695	5,112,977	4,662,633	3,919,019	8,730,289	64,637,938		
Maintenance															
Labor	0	0	0	0	0	0	0	0	0	0	0	0	0		
Other	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0	0	0	0	0	0	0		
Customer Accounting Expense TOTAL	5,485,698	4,820,242	5,422,375	5,430,853	5,334,018	4,604,603	5,410,529	5,704,695	5,112,977	4,662,633	3,919,019	8,730,289	64,637,938	551,000	65,188,938
Customer Service and Information															
Operating															
Labor	261,671	329,254	79,007	229,484	289,606	168,403	224,142	228,916	217,295	160,472	73,404	148,277	2,409,931		
Other	3,720,933	6,128,297	4,772,407	4,511,453	4,475,992	4,722,975	5,762,903	5,496,056	4,647,563	4,733,866	4,654,081	4,941,758	58,568,284		
	3,982,604	6,457,551	4,851,414	4,740,937	4,765,598	4,891,378	5,987,045	5,724,972	4,864,858	4,894,338	4,727,485	5,090,035	60,978,215		
Maintenance															
Labor	0	0	0	0	0	0	0	0	0	0	0	0	0		
Other	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0	0	0	0	0	0	0		
Customer Serv & Information TOTALS	3,982,604	6,457,551	4,851,414	4,740,937	4,765,598	4,891,378	5,987,045	5,724,972	4,864,858	4,894,338	4,727,485	5,090,035	60,978,215	(83,000)	60,895,215
Sales															
Operating															
Labor	8,343	10,719	7,107	10,906	9,338	15,542	11,135	11,465	14,211	9,061	7,408	5,533	120,768		
Other	4,038	1,364	3,360	1,765	1,059	2,546	1,446	1,782	1,001	859	3,145	9,319	31,684		
	12,381	12,083	10,467	12,671	10,397	18,088	12,581	13,247	15,212	9,920	10,553	14,852	152,452		
Maintenance															
Labor	0	0	0	0	0	0	0	0	0	0	0	0	0		
Other	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0	0	0	0	0	0	0		
Sales Expense TOTALS	12,381	12,083	10,467	12,671	10,397	18,088	12,581	13,247	15,212	9,920	10,553	14,852	152,452	239,000	391,452
Administrative & General															
Operating															
Labor	8,902,400	8,430,334	8,449,354	8,991,853	7,715,037	8,772,365	7,390,310	8,394,294	5,756,991	10,707,104	5,535,809	14,567,618	103,613,475		
Other	8,041,877	8,182,442	8,240,731	8,807,552	9,813,946	-255,069	4,726,533	4,392,483	6,645,243	4,853,168	4,917,373	9,084,703	77,450,980		
	16,944,277	16,612,776	16,690,085	17,799,405	17,528,983	8,517,296	12,116,843	12,786,777	12,402,234	15,560,272	10,453,182	23,652,321	181,064,455		
Maintenance															
Labor	0	0	0	0	0	0	0	0	0	0	0	0	0		
Other	30,975	67,475	33,884	30,983	63,966	82,864	54,288	9,579	6,668	34,862	43,281	18,035	476,860		
	30,975	67,476	33,886	30,986	63,970	82,869	54,294	9,586	6,676	34,871	43,291	18,046	476,872		
Admin & General Expense TOTALS	16,975,252	16,680,252	16,723,971	17,830,391	17,592,953	8,600,165	12,171,137	12,796,363	12,408,910	15,595,143	10,496,473	23,670,367	181,541,327	12,402,000	193,943,327
TOTAL Operating															
Labor	27,539,046	25,427,040	24,595,418	26,539,713	24,948,633	25,129,118	25,526,346	24,332,132	24,450,298	25,708,909	18,396,079	23,745,246	296,337,980		
Other	79,316,265	80,141,983	83,362,755	75,968,056	90,452,331	76,908,057	98,853,273	85,885,625	71,101,026	65,629,777	75,431,726	101,790,317	984,841,183		
	106,855,311	105,569,023	107,958,173	102,507,769	115,400,964	102,037,175	124,379,619	110,217,757	95,551,324	91,338,686	93,827,805	125,535,563	1,281,179,163		
TOTAL Maintenance															
Labor	8,040,059	10,802,556	11,319,553	8,509,414	6,852,556	6,360,087	6,755,979	6,557,815	10,552,632	13,194,907	6,661,165	5,852,885	101,459,555		
Other	102,922,654	112,574,134	100,872,958	85,662,847	101,367,548	109,152,241	140,028,955	124,301,136	74,162,558	86,298,976	101,530,718	101,841,789	1,240,716,524		
	110,962,713	123,376,690	112,192,511	94,172,261	108,220,104	115,512,328	146,784,934	130,858,951	84,715,190	99,493,883	108,191,883	107,694,674	1,342,176,079		
	217,818,024	228,945,713	220,150,684	196,680,030	223,621,068	217,549,503	271,164,553	241,076,708	180,266,514	190,832,569	202,019,688	233,230,237	2,623,355,242	62,792,000	2,686,147,242

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

OS - for other service. use this category only for those services which cannot be placed in the above-defined categories, such as all non-firm service regardless of the Length of the contract and service from designated units of Less than one year. Describe the nature of the service in a footnote.

AD - for Out-of-period adjustment. Use this code for any accounting adjustments or "true-ups" for service provided in prior reporting years. Provide an explanation in a footnote for each adjustment.

4. Group requirements RQ sales together and report them starting at line number one. After listing all RQ sales, enter "Subtotal - RQ" in column (a). The remaining sales may then be listed in any order. Enter "Subtotal-Non-RQ" in column (a) after this Listing. Enter "Total" in column (a) as the Last Line of the schedule. Report subtotals and total for columns (9) through (k)

5. In Column (c), identify the FERC Rate Schedule or Tariff Number. On separate Lines, List all FERC rate schedules or tariffs under which service, as identified in column (b), is provided.

6. For requirements RQ sales and any type of-service involving demand charges imposed on a monthly (or Longer) basis, enter the average monthly billing demand in column (d), the average monthly non-coincident peak (NCP) demand in column (e), and the average monthly coincident peak (CP)

demand in column (f). For all other types of service, enter NA in columns (d), (e) and (f). Monthly NCP demand is the maximum metered hourly (60-minute integration) demand in a month. Monthly CP demand is the metered demand during the hour (60-minute integration) in which the supplier's system reaches its monthly peak. Demand reported in columns (e) and (f) must be in megawatts. Footnote any demand not stated on a megawatt basis and explain.

7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

8. Report demand charges in column (h), energy charges in column (i), and the total of any other types of charges, including out-of-period adjustments, in column (j). Explain in a footnote all components of the amount shown in column (j). Report in column (k) the total charge shown on bills rendered to the purchaser.

9. The data in column (g) through (k) must be subtotaled based on the RQ/Non-RQ grouping (see instruction 4), and then totaled on the Last -line of the schedule. The "Subtotal - RQ" amount in column (g) must be reported as Requirements Sales For Resale on Page 401, line 23. The "Subtotal - Non-RQ" amount in column (g) must be reported as Non-Requirements Sales For Resale on Page 401, line 24.

10. Footnote entries as required and provide explanations following all required data.

MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
272,304	1,515,880	11,594,402	600	13,110,882	1
8,710	99,972	408,845	264	509,081	2
4,678	51,736	216,395	264	268,395	3
3,510	49,074	169,198	264	218,536	4
24,821	358,886	1,205,091	300	1,564,277	5
29,664	317,236	1,224,960	300	1,542,496	6
75,328	746,877	3,386,643	300	4,133,820	7
207,238	2,353,614	9,654,206	300	12,008,120	8
30,295	235,797	1,453,365	300	1,689,462	9
6,672,284		293,978,530		293,978,530	10
181,380	1,466,578	8,760,712	300	10,227,590	11
80,214	1,140,201	3,727,152	285	4,867,638	12
25,361	164,511	1,264,423	300	1,429,234	13
7,893			756,611	756,611	14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

OS - for other service. use this category only for those services which cannot be placed in the above-defined categories, such as all non-firm service regardless of the Length of the contract and service from designated units of Less than one year. Describe the nature of the service in a footnote.

AD - for Out-of-period adjustment. Use this code for any accounting adjustments or "true-ups" for service provided in prior reporting years. Provide an explanation in a footnote for each adjustment.

4. Group requirements RQ sales together and report them starting at line number one. After listing all RQ sales, enter "Subtotal - RQ" in column (a). The remaining sales may then be listed in any order. Enter "Subtotal-Non-RQ" in column (a) after this Listing. Enter "Total" in column (a) as the Last Line of the schedule. Report subtotals and total for columns (9) through (k)

5. In Column (c), identify the FERC Rate Schedule or Tariff Number. On separate Lines, List all FERC rate schedules or tariffs under which service, as identified in column (b), is provided.

6. For requirements RQ sales and any type of-service involving demand charges imposed on a monthly (or Longer) basis, enter the average monthly billing demand in column (d), the average monthly non-coincident peak (NCP) demand in column (e), and the average monthly coincident peak (CP)

demand in column (f). For all other types of service, enter NA in columns (d), (e) and (f). Monthly NCP demand is the maximum metered hourly (60-minute integration) demand in a month. Monthly CP demand is the metered demand during the hour (60-minute integration) in which the supplier's system reaches its monthly peak. Demand reported in columns (e) and (f) must be in megawatts. Footnote any demand not stated on a megawatt basis and explain.

7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

8. Report demand charges in column (h), energy charges in column (i), and the total of any other types of charges, including out-of-period adjustments, in column (j). Explain in a footnote all components of the amount shown in column (j). Report in column (k) the total charge shown on bills rendered to the purchaser.

9. The data in column (g) through (k) must be subtotaled based on the RQ/Non-RQ grouping (see instruction 4), and then totaled on the Last -line of the schedule. The "Subtotal - RQ" amount in column (g) must be reported as Requirements Sales For Resale on Page 401, line 23. The "Subtotal - Non-RQ" amount in column (g) must be reported as Non-Requirements Sales For Resale on Page 401, line 24.

10. Footnote entries as required and provide explanations following all required data.

MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
	9,000			9,000	1
	2,067,500			2,067,500	2
11		356		356	3
155		6,868		6,868	4
15		747		747	5
71,583		2,807,955		2,807,955	6
316,840		15,220,227		15,220,227	7
409		20,086		20,086	8
1,810		210,945		210,945	9
6		465		465	10
169		9,020		9,020	11
35,600		1,481,100		1,481,100	12
2,635		167,664		167,664	13
26,395		1,293,643		1,293,643	14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

OS - for other service. use this category only for those services which cannot be placed in the above-defined categories, such as all non-firm service regardless of the Length of the contract and service from designated units of Less than one year. Describe the nature of the service in a footnote.

AD - for Out-of-period adjustment. Use this code for any accounting adjustments or "true-ups" for service provided in prior reporting years. Provide an explanation in a footnote for each adjustment.

4. Group requirements RQ sales together and report them starting at line number one. After listing all RQ sales, enter "Subtotal - RQ" in column (a). The remaining sales may then be listed in any order. Enter "Subtotal-Non-RQ" in column (a) after this Listing. Enter "Total" in column (a) as the Last Line of the schedule. Report subtotals and total for columns (9) through (k)

5. In Column (c), identify the FERC Rate Schedule or Tariff Number. On separate Lines, List all FERC rate schedules or tariffs under which service, as identified in column (b), is provided.

6. For requirements RQ sales and any type of-service involving demand charges imposed on a monthly (or Longer) basis, enter the average monthly billing demand in column (d), the average monthly non-coincident peak (NCP) demand in column (e), and the average monthly coincident peak (CP)

demand in column (f). For all other types of service, enter NA in columns (d), (e) and (f). Monthly NCP demand is the maximum metered hourly (60-minute integration) demand in a month. Monthly CP demand is the metered demand during the hour (60-minute integration) in which the supplier's system reaches its monthly peak. Demand reported in columns (e) and (f) must be in megawatts. Footnote any demand not stated on a megawatt basis and explain.

7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

8. Report demand charges in column (h), energy charges in column (i), and the total of any other types of charges, including out-of-period adjustments, in column (j). Explain in a footnote all components of the amount shown in column (j). Report in column (k) the total charge shown on bills rendered to the purchaser.

9. The data in column (g) through (k) must be subtotaled based on the RQ/Non-RQ grouping (see instruction 4), and then totaled on the Last -line of the schedule. The "Subtotal - RQ" amount in column (g) must be reported as Requirements Sales For Resale on Page 401, line 23. The "Subtotal - Non-RQ" amount in column (g) must be reported as Non-Requirements Sales For Resale on Page 401, line 24.

10. Footnote entries as required and provide explanations following all required data.

MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
3,143		198,077		198,077	1
41,859		1,889,305		1,889,305	2
450		32,011		32,011	3
3,281		162,038		162,038	4
6		11		11	5
601		38,101		38,101	6
5,963		278,272		278,272	7
858		54,982		54,982	8
8,940		475,573		475,573	9
895		54,883		54,883	10
9,413		427,341		427,341	11
1,854		114,541		114,541	12
16,966		798,882		798,882	13
	60,000			60,000	14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

OS - for other service. use this category only for those services which cannot be placed in the above-defined categories, such as all non-firm service regardless of the Length of the contract and service from designated units of Less than one year. Describe the nature of the service in a footnote.

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5. In Column (c), identify the FERC Rate Schedule or Tariff Number. On separate Lines, List all FERC rate schedules or tariffs under which service, as identified in column (b), is provided.

6. For requirements RQ sales and any type of-service involving demand charges imposed on a monthly (or Longer) basis, enter the average monthly billing demand in column (d), the average monthly non-coincident peak (NCP) demand in column (e), and the average monthly coincident peak (CP)

demand in column (f). For all other types of service, enter NA in columns (d), (e) and (f). Monthly NCP demand is the maximum metered hourly (60-minute integration) demand in a month. Monthly CP demand is the metered demand during the hour (60-minute integration) in which the supplier's system reaches its monthly peak. Demand reported in columns (e) and (f) must be in megawatts. Footnote any demand not stated on a megawatt basis and explain.

7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

8. Report demand charges in column (h), energy charges in column (i), and the total of any other types of charges, including out-of-period adjustments, in column (j). Explain in a footnote all components of the amount shown in column (j). Report in column (k) the total charge shown on bills rendered to the purchaser.

9. The data in column (g) through (k) must be subtotaled based on the RQ/Non-RQ grouping (see instruction 4), and then totaled on the Last -line of the schedule. The "Subtotal - RQ" amount in column (g) must be reported as Requirements Sales For Resale on Page 401, line 23. The "Subtotal - Non-RQ" amount in column (g) must be reported as Non-Requirements Sales For Resale on Page 401, line 24.

10. Footnote entries as required and provide explanations following all required data.

MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
47		3,348		3,348	1
45		1,694		1,694	2
65		7,406		7,406	3
	1,869,300			1,869,300	4
	17,250			17,250	5
15		1,045		1,045	6
57		1,777		1,777	7
29		1,695		1,695	8
588		31,320		31,320	9
101		7,169		7,169	10
3,360		666,971		666,971	11
36,850		673,987		673,987	12
2,400	1,108,125	172,800		1,280,925	13
174,250		3,428,918		3,428,918	14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

OS - for other service. use this category only for those services which cannot be placed in the above-defined categories, such as all non-firm service regardless of the Length of the contract and service from designated units of Less than one year. Describe the nature of the service in a footnote.

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5. In Column (c), identify the FERC Rate Schedule or Tariff Number. On separate Lines, List all FERC rate schedules or tariffs under which service, as identified in column (b), is provided.

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demand in column (f). For all other types of service, enter NA in columns (d), (e) and (f). Monthly NCP demand is the maximum metered hourly (60-minute integration) demand in a month. Monthly CP demand is the metered demand during the hour (60-minute integration) in which the supplier's system reaches its monthly peak. Demand reported in columns (e) and (f) must be in megawatts. Footnote any demand not stated on a megawatt basis and explain.

7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

8. Report demand charges in column (h), energy charges in column (i), and the total of any other types of charges, including out-of-period adjustments, in column (j). Explain in a footnote all components of the amount shown in column (j). Report in column (k) the total charge shown on bills rendered to the purchaser.

9. The data in column (g) through (k) must be subtotaled based on the RQ/Non-RQ grouping (see instruction 4), and then totaled on the Last -line of the schedule. The "Subtotal - RQ" amount in column (g) must be reported as Requirements Sales For Resale on Page 401, line 23. The "Subtotal - Non-RQ" amount in column (g) must be reported as Non-Requirements Sales For Resale on Page 401, line 24.

10. Footnote entries as required and provide explanations following all required data.

MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
105		6,614		6,614	1
65		2,405		2,405	2
66,023		2,503,875		2,503,875	3
-5,262		-192,875		-192,875	4
	1,400			1,400	5
800		48,800		48,800	6
3,896		229,212		229,212	7
6		395		395	8
162		5,267		5,267	9
1,666		98,610		98,610	10
333		16,398		16,398	11
4,226		202,238		202,238	12
37,600		3,894,658		3,894,658	13
2,372,735		104,331,137		104,331,137	14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447)

- Report all sales for resale (i.e., sales to purchasers other than ultimate consumers) transacted on a settlement basis other than power exchanges during the year. Do not report exchanges of electricity (i.e., transactions involving a balancing of debits and credits for energy, capacity, etc.) and any settlements for imbalanced exchanges on this schedule. Power exchanges must be reported on the Purchased Power schedule (Page 326-327).
- Enter the name of the purchaser in column (a). Do not abbreviate or truncate the name or use acronyms. Explain in a footnote any ownership interest or affiliation the respondent has with the purchaser.
- In column (b), enter a Statistical Classification Code based on the original contractual terms and conditions of the service as follows:
 RQ - for requirements service. Requirements service is service which the supplier plans to provide on an ongoing basis (i.e., the supplier includes projected load for this service in its system resource planning). In addition, the reliability of requirements service must be the same as, or second only to, the supplier's service to its own ultimate consumers.
 LF - for long-term service. "Long-term" means five years or Longer and "firm" means that service cannot be interrupted for economic reasons and is intended to remain reliable even under adverse conditions (e.g., the supplier must attempt to buy emergency energy from third parties to maintain deliveries of LF service). This category should not be used for Long-term firm service which meets the definition of RQ service. For all transactions identified as LF, provide in a footnote the termination date of the contract defined as the earliest date that either buyer or setter can unilaterally get out of the contract.
 IF - for intermediate-term firm service. The same as LF service except that "intermediate-term" means longer than one year but Less than five years.
 SF - for short-term firm service. Use this category for all firm services where the duration of each period of commitment for service is one year or less.
 LU - for Long-term service from a designated generating unit. "Long-term" means five years or Longer. The availability and reliability of service, aside from transmission constraints, must match the availability and reliability of designated unit.
 IU - for intermediate-term service from a designated generating unit. The same as LU service except that "intermediate-term" means Longer than one year but Less than five years.

Line No.	Name of Company or Public Authority (Footnote Affiliations) (a)	Statistical Classification (b)	FERC Rate Schedule or Tariff Number (c)	Average Monthly Billing Demand (MW) (d)	Actual Demand (MW)	
					Average Monthly NCP Demand (e)	Average Monthly CP Demand (f)
1	Minnesota Power	SF	MCRSG	N/A	N/A	N/A
2	Minnkota Power	AD	MCRSG	N/A	N/A	N/A
3	Missouri River Energy Services	AD	MCRSG	N/A	N/A	N/A
4	Missouri River Energy Services	SF	MCRSG	N/A	N/A	N/A
5	Montana-Dakota Utilities	OS	V6	N/A	N/A	N/A
6	Montana-Dakota Utilities	SF	V6	N/A	N/A	N/A
7	Muscatine Power and Water	AD	MCRSG	N/A	N/A	N/A
8	Muscatine Power and Water	SF	MCRSG	N/A	N/A	N/A
9	Nebraska Public Power District	SF	MCRSG	N/A	N/A	N/A
10	New England ISO	AD	V6	N/A	N/A	N/A
11	New England ISO	SF	V6	N/A	N/A	N/A
12	New York Independent System Operator	AD	V6	N/A	N/A	N/A
13	New York Independent System Operator	SF	V6	N/A	N/A	N/A
14	Northern Indiana Public Service Co	SF	MCRSG	N/A	N/A	N/A
	Subtotal RQ			0	0	0
	Subtotal non-RQ			0	0	0
	Total			0	0	0

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

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AD - for Out-of-period adjustment. Use this code for any accounting adjustments or "true-ups" for service provided in prior reporting years. Provide an explanation in a footnote for each adjustment.

4. Group requirements RQ sales together and report them starting at line number one. After listing all RQ sales, enter "Subtotal - RQ" in column (a). The remaining sales may then be listed in any order. Enter "Subtotal-Non-RQ" in column (a) after this Listing. Enter "Total" in column (a) as the Last Line of the schedule. Report subtotals and total for columns (9) through (k)

5. In Column (c), identify the FERC Rate Schedule or Tariff Number. On separate Lines, List all FERC rate schedules or tariffs under which service, as identified in column (b), is provided.

6. For requirements RQ sales and any type of-service involving demand charges imposed on a monthly (or Longer) basis, enter the average monthly billing demand in column (d), the average monthly non-coincident peak (NCP) demand in column (e), and the average monthly coincident peak (CP) demand in column (f). For all other types of service, enter NA in columns (d), (e) and (f). Monthly NCP demand is the maximum metered hourly (60-minute integration) demand in a month. Monthly CP demand is the metered demand during the hour (60-minute integration) in which the supplier's system reaches its monthly peak. Demand reported in columns (e) and (f) must be in megawatts. Footnote any demand not stated on a megawatt basis and explain.

7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

8. Report demand charges in column (h), energy charges in column (i), and the total of any other types of charges, including out-of-period adjustments, in column (j). Explain in a footnote all components of the amount shown in column (j). Report in column (k) the total charge shown on bills rendered to the purchaser.

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10. Footnote entries as required and provide explanations following all required data.

MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
9		16		16	1
33		2,411		2,411	2
127		5,461		5,461	3
88		7,363		7,363	4
	1,970,000			1,970,000	5
3,480		194,880		194,880	6
37		1,014		1,014	7
82		6,201		6,201	8
639		33,061		33,061	9
13,602		1,122,091		1,122,091	10
134,387		11,259,223		11,259,223	11
23,181		1,506,852		1,506,852	12
295,642		25,443,976		25,443,976	13
32		1,144		1,144	14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447)

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- Enter the name of the purchaser in column (a). Do not abbreviate or truncate the name or use acronyms. Explain in a footnote any ownership interest or affiliation the respondent has with the purchaser.
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Line No.	Name of Company or Public Authority (Footnote Affiliations) (a)	Statistical Classification (b)	FERC Rate Schedule or Tariff Number (c)	Average Monthly Billing Demand (MW) (d)	Actual Demand (MW)	
					Average Monthly NCP Demand (e)	Average Monthly CP Demand (f)
1	Omaha Public Power District	SF	MCRSG	N/A	N/A	N/A
2	Otter Tail Power	OS	V6	N/A	N/A	N/A
3	PJM Interconnection	AD	V6	N/A	N/A	N/A
4	PJM Interconnection	SF	V6	N/A	N/A	N/A
5	Southern Minnesota Municipal Power Agen	OS	V4	N/A	N/A	N/A
6	Unbilled			N/A	N/A	N/A
7	Utilities Plus	OS		N/A	N/A	N/A
8	Western Area Power Administration	AD	MCRSG	N/A	N/A	N/A
9	Western Area Power Administration	SF	MCRSG	N/A	N/A	N/A
10	footnote for total dollars and Mwh					
11						
12						
13						
14						
	Subtotal RQ			0	0	0
	Subtotal non-RQ			0	0	0
	Total			0	0	0

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
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SALES FOR RESALE (Account 447) (Continued)

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7. Report in column (g) the megawatt hours shown on bills rendered to the purchaser.

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MegaWatt Hours Sold (g)	REVENUE			Total (\$) (h+i+j) (k)	Line No.
	Demand Charges (\$) (h)	Energy Charges (\$) (i)	Other Charges (\$) (j)		
215		15,470		15,470	1
	295,000			295,000	2
13,342		1,043,197		1,043,197	3
280,612		23,317,335		23,317,335	4
					5
278,498			10,724,341	10,724,341	6
		-640,155		-640,155	7
2,047		124,052		124,052	8
27		872		872	9
					10
					11
					12
					13
					14
7,623,680	8,500,362	337,043,922	760,388	346,304,672	
4,296,099	7,397,575	205,332,421	10,724,341	223,454,337	
11,919,779	15,897,937	542,376,343	11,484,729	569,759,009	

Name of Respondent	This Report is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report 2008/Q4
Northern States Power Company (Minnesota)			
FOOTNOTE DATA			

Schedule Page: 310 Line No.: 1 Column: j
Customer charges.

Schedule Page: 310 Line No.: 2 Column: j
Customer charges.

Schedule Page: 310 Line No.: 3 Column: j
Customer charges.

Schedule Page: 310 Line No.: 4 Column: j
Customer charges.

Schedule Page: 310 Line No.: 5 Column: j
Customer charges.

Schedule Page: 310 Line No.: 6 Column: j
Customer charges.

Schedule Page: 310 Line No.: 7 Column: j
Customer charges.

Schedule Page: 310 Line No.: 8 Column: j
Customer charges.

Schedule Page: 310 Line No.: 9 Column: j
Customer charges.

Schedule Page: 310 Line No.: 10 Column: a
Ownership interest or affiliation per Instruction 2:

Northern States Power Co. (a Minnesota corporation) and Northern States Power Co. (a Wisconsin corporation) are both wholly owned operating subsidiaries of Xcel Energy Inc.

Schedule Page: 310 Line No.: 11 Column: j
Customer charges.

Schedule Page: 310 Line No.: 12 Column: j
Customer charges.

Schedule Page: 310 Line No.: 13 Column: j
Customer charges.

Schedule Page: 310 Line No.: 14 Column: j
Reversal of prior year estimates and December 2008 sales activity not yet billed.

Schedule Page: 310.6 Line No.: 6 Column: j
Reversal of prior year estimates and December 2008 sales activity not yet billed.

Schedule Page: 310.6 Line No.: 10 Column: a
Total revenue and volumes sold will not match pages 300-1, line 11, due to differences in accounting classification associated with the Northern States Power Co. (a Minnesota corporation) and Northern States Power Co. (a Wisconsin corporation) Interchange Agreement. See Note 16 to the Financial Statements.

	Revenue	Mwh
page 300, line 11(b)	\$ 275,780,479	5,247,495
page 311 total (k)	\$ 569,759,009	11,919,779
less net interchange agreement	(293,978,530)	(6,672,284)
	\$ 275,780,479	5,247,495

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2008
Customer Service and Information

Docket No. EL09-_____
Schedule H-3
Page 1 of 131

Line No.	Description	FERC	Amount
1	Customer Service Instruction Advertising	909	<u>\$ 1,293,266.00</u>
2	Informational Advertising		
3	Customer Program Advertising		148,405
4	Customer Program Information		<u>112,700</u>
5	Total Informational Advertising		261,105
6	Safety		700,632
7	Conservation		331,528

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2008
Sales

Docket No. EL09-_____
Schedule H-3
Page 2 of 131

Line No.	Description	FERC	Amount
1	Advertising Expenses	913	<u>\$ -</u>

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2008
Administrative and General

Docket No. EL09-_____
Schedule H-3
Page 3 of 131

Line No.	Description	FERC	Amount
1	A&G Admn Transfer Credit (Non-Labor)	922	<u>\$ (15,860,300)</u>

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2008
Administrative and General

Docket No. EL09-_____
Schedule H-3
Page 4 of 131

Line No.	Description	FERC	Amount
1	A&G Pen & Ben	926	<u>\$ 54,623,671</u>
2	Electric Labor Load - Insurance		44,076,024
3	Electric Labor Load - Pension		<u>10,547,647</u>

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2008
Administrative and General

Docket No. EL09-_____
Schedule H-3
Page 5 of 131

Line No.	Description	FERC	Amount
1	A&G Regulatory Comm Exp	928	<u>\$ 5,406,315</u>
2	E-002/RP-00-797 (2002 Resource Plan)		54,066
3	Mandated Customer Notices		158,572
4	MN Assessments		2,654,456
5	SD Assessments		239,661
6	ND Assessments		700
7	NERC Fees		1,260,767
8	FERC Annual Assessment		22,800
9	Expenses of state rate case filings		702,092
10	Expenses of FERC rate case filings		295,799
11	Miscellaneous		<u>17,401</u>

See attached FF1 Page

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report End of 2008/Q4
---	---	---------------------------------------	---

REGULATORY COMMISSION EXPENSES

1. Report particulars (details) of regulatory commission expenses incurred during the current year (or incurred in previous years, if being amortized) relating to format cases before a regulatory body, or cases in which such a body was a party.
2. Report in columns (b) and (c), only the current year's expenses that are not deferred and the current year's amortization of amounts deferred in previous years.

Line No.	Description (Furnish name of regulatory commission or body the docket or case number and a description of the case) (a)	Assessed by Regulatory Commission (b)	Expenses of Utility (c)	Total Expense for Current Year (b) + (c) (d)	Deferred in Account 182.3 at Beginning of Year (e)
1	Expenses incurred preparing filings and				
2	attending conferences and hearings				
3					
4	Minnesota				
5	Docket Nos.				
6	E-002/RP-00-787 (2002 Resource Plan)	54,066		54,066	
7					
8					
9	Mandated Customer Bill Inserts		158,572	158,572	
10			1,862	1,862	
11					
12					
13	Assessments by the State of Minnesota,				
14	Minnesota Public Service Commission and the				
15	Department of Public Service for rate and				
16	other expenses in accordance with provision	2,654,456		2,654,456	
17	of the 1974 utility regulation law.	337,624		337,624	
18					
19	State of South Dakota Public Utilities				
20	Commission special hearing fund assessment	239,661		239,661	
21					
22	State of North Dakota Public Utilities	700		700	
23	Commission special hearing fund assessment	600		600	
24	Minnesota Office of Pipeline Safety	203,539		203,539	
25					
26	NERC Fees	1,260,767		1,260,767	
27	FERC Annual Assessment		22,800	22,800	
28	FERC Annual Assessment	4,478		4,478	
29					
30	Expenses of state rate case filings:				
31	Retail electric		702,092	702,092	842,500
32	Retail gas		599,277	599,277	948,642
33	Expenses of FERC rate case filings		295,799	295,799	
34					
35	Various Miscellaneous Regulatory Expenses				
36	Electric	16,948	453	17,401	
37	Gas	10,523	51	10,574	
38					
39					
40					
41					
42					
43					
44					
45					
46	TOTAL	4,783,362	1,780,906	6,564,268	1,791,142

REGULATORY COMMISSION EXPENSES (Continued)

3. Show in column (k) any expenses incurred in prior years which are being amortized. List in column (a) the period of amortization.
4. List in column (f), (g), and (h) expenses incurred during year which were charged currently to income, plant, or other accounts.
5. Minor items (less than \$25,000) may be grouped.

EXPENSES INCURRED DURING YEAR			AMORTIZED DURING YEAR				Line No.
CURRENTLY CHARGED TO			Deferred to Account 182.3 (i)	Contra Account (j)	Amount (k)	Deferred in Account 182.3 End of Year (l)	
Department (f)	Account No. (g)	Amount (h)					
							1
							2
							3
							4
							5
Electric	E928	54,066					6
							7
							8
Electric	E928	158,572					9
Gas	G928	1,862					10
							11
							12
							13
							14
							15
Electric	E928	2,654,456					16
Gas	G928	337,624					17
							18
							19
Electric	E928	239,661					20
							21
Electric	E928	700					22
Gas	G928	600					23
Gas	G928	203,539					24
							25
Electric	E928	1,260,767					26
Electric	E928	22,800					27
Gas	G928	4,478					28
							29
							30
Electric	E928	702,092				1,094,343	31
Gas	G928	599,277				515,726	32
Electric	E928	295,799					33
							34
							35
Electric	E928	17,401					36
Gas	G928	10,574					37
							38
							39
							40
							41
							42
							43
							44
							45
		6,564,268				1,610,069	46

Name of Respondent Northern States Power Company (Minnesota)	This Report is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) //	Year/Period of Report 2008/Q4
FOOTNOTE DATA			

Schedule Page: 350 Line No.: 31 Column: d

Includes amortization of amounts previously deferred in Account Nos. 186 and 254

	Balance Dec. 31, 2007	Other transactions	Amortization to Acct No. 928	Balance Dec. 31, 2008
Rate Case Expenses				
Electric - Minnesota	\$ 800,600.08	\$ 491,343.61	\$(397,599.96)	\$ 894,343.73
Electric - North Dakota	6,590.73	293,409.27	(100,000.00)	200,000.00
	<u>\$ 807,190.81</u>	<u>\$ 784,752.88</u>	<u>\$(497,599.96)</u>	<u>\$ 1,094,343.73</u>
Income Tax Regulatory Liability				
Electric - Minnesota	\$(3,472,234.84)	\$1,769,272.08	\$(33,154.80)	\$(1,736,117.56)
Retail Electric			<u>\$(530,754.76)</u>	
Rate Case Expenses				
Gas - Minnesota	\$ 803,442.87	\$ 13,158.29	\$(396,920.04)	\$ 419,681.12
Gas - North Dakota	145,198.67	846.50	(50,000.04)	96,045.13
Retail Gas	<u>\$ 948,641.54</u>	<u>\$ 14,004.79</u>	<u>\$(446,920.08)</u>	<u>\$ 515,726.25</u>
Rate Case Expenses				
Electric - FERC	\$ 35,309.02	\$ 260,489.76	\$(295,798.78)	\$ -

Schedule Page: 350 Line No.: 32 Column: d

Includes amortization of amounts previously deferred in Account Nos. 186 and 254

	Balance Dec. 31, 2007	Other transactions	Amortization to Acct No. 928	Balance Dec. 31, 2008
Rate Case Expenses				
Electric - Minnesota	\$ 800,600.08	\$ 491,343.61	\$(397,599.96)	\$ 894,343.73
Electric - North Dakota	6,590.73	293,409.27	(100,000.00)	200,000.00
	<u>\$ 807,190.81</u>	<u>\$ 784,752.88</u>	<u>\$(497,599.96)</u>	<u>\$ 1,094,343.73</u>
Income Tax Regulatory Liability				
Electric - Minnesota	\$(3,472,234.84)	\$1,769,272.08	\$(33,154.80)	\$(1,736,117.56)
Retail Electric			<u>\$(530,754.76)</u>	
Rate Case Expenses				
Gas - Minnesota	\$ 803,442.87	\$ 13,158.29	\$(396,920.04)	\$ 419,681.12
Gas - North Dakota	145,198.67	846.50	(50,000.04)	96,045.13
Retail Gas	<u>\$ 948,641.54</u>	<u>\$ 14,004.79</u>	<u>\$(446,920.08)</u>	<u>\$ 515,726.25</u>
Rate Case Expenses				
Electric - FERC	\$ 35,309.02	\$ 260,489.76	\$(295,798.78)	\$ -

Schedule Page: 350 Line No.: 33 Column: d

Includes amortization of amounts previously deferred in Account Nos. 186 and 254

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Rate Case Expenses				
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Electric - North Dakota	6,590.73	293,409.27	(100,000.00)	200,000.00
	<u>\$ 807,190.81</u>	<u>\$ 784,752.88</u>	<u>\$(497,599.96)</u>	<u>\$ 1,094,343.73</u>
Income Tax Regulatory Liability				
Electric - Minnesota	\$(3,472,234.84)	\$1,769,272.08	\$(33,154.80)	\$(1,736,117.56)

Name of Respondent	This Report is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) / /	Year/Period of Report 2008/Q4
Northern States Power Company (Minnesota)			
FOOTNOTE DATA			

Retail Electric				<u>\$ (530,754.76)</u>
Rate Case Expenses				
Gas - Minnesota	\$ 803,442.87	\$ 13,158.29	\$ (396,920.04)	\$ 419,681.12
Gas - North Dakota	145,198.67	846.50	(50,000.04)	96,045.13
Retail Gas	<u>\$ 948,641.54</u>	<u>\$ 14,004.79</u>	<u>\$ (446,920.08)</u>	<u>\$ 515,726.25</u>
Rate Case Expenses				
Electric - FERC	\$ 35,309.02	\$ 260,489.76	\$ (295,798.78)	\$ -

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2008
Administrative and General

Docket No. EL09-_____
Schedule H-3
Page 10 of 131

Line No.	Description	FERC	Amount
1	A&G Duplicate Chrg Crdt	929	<u>\$ (3,096,710)</u>
2	Electricity Used by Company	(3,096,710)	

NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-08
Administrative and General

Docket No. EL09-
Schedule H-3
Page 11 of 131

Line No.	Description	FERC	Amount
1	Advertising	930.1	<u>\$ 3,755,011</u>
2	Informational Advertising		
3	General Advertising		364,985
4	Brand/Image Advertising		3,390,025

NORTHERN STATES POWER COMPANY, a Minnesota corporation
 Electric Operations - State of South Dakota
 Schedule H-3 Working Papers for Listed Expense Accounts
 YEAR ENDED 12-31-08
 Advertising

Docket No. EL09-
 Schedule H-3
 Page 12 of 131

<u>INCLUDABLE:</u>	<u>FERC</u>	<u>South Dakota Jurisdiction</u>
1 Informational Advertising		
2 General Advertising	930.1	25,586
3 Job Postings		
4 Chamber Ad		
5 Online Information		
6 Customer Programs	909.1	14,753
7 Energy Solutions		
8 Energy Update		
9 Mover Kits		
10 Bill Inserts / Direct mailings		
11 InfoSmart		
12 Billwise		
13 Paysmart		
14 BudgetSmart		
15 Online Information		
16		
17 Safety Advertising	909.1	\$ 96,897
18 Billboards/Inserts		
19 Radio		
20 Newspapers		
21 Online Information		
22 Conservation Advertising	909.1	\$ 18,403
23 Billboards/Inserts		
24 TOTAL INCLUSION		<u>\$ 155,639</u>

NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-08
Advertising

Docket No. EL09-
Schedule H-3
Page 13 of 131

<u>EXCLUDABLE</u>	<u>FERC</u>	<u>South Dakota</u> <u>Jurisdiction</u>
Brand/Image Advertising	930.1	<u>(177,096)</u>
General Advertising	930.1	(12,639)
Customer Programs	909.1	(325)
Safety Advertising	909.1	(615)
TOTAL EXCLUSION		<u>\$ (190,675)</u>

NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-08
Advertising

Docket No. EL09-
Schedule H-3
Page 14 of 131

TOTAL INFORMATIONAL (GENERAL)

Total to
South Dakota
\$ 25,586

Name: Job Postings
Category: General
Timing: As needed
Market: Local/Nationwide
Media Type: Print/Web

Name of Ad: Chamber
Ad Category: General
Timing: January-December
Market: Sioux Falls
Media Type: Print

Name: Online Information
Category: General
Timing:
Market: Service Territory
Media Type: Web

Industry Profile

Lighting The Way

The energy industry powers the machinery that keeps America moving and veterans enjoy endless opportunities at the forefront of this critical cog in the U.S. economy.

by Matthew Pawlek

Imagine waking up in the morning with no alarm clock, no lights, no automatic coffee maker, no heat in the winter, and no air conditioning in the scorching heat of the summer.

Many people make for granted how comfortable their lives have become because of the hard work of men and women in the energy industry. And veterans make up a significant portion of the work force.

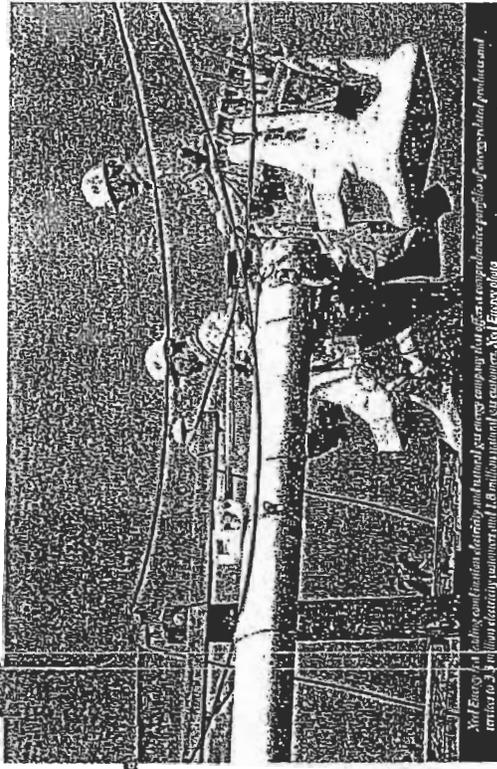
In fact, many companies actively seek veterans because of the values and dedication vets bring to the job.

Xcel Energy, based in Minneapolis, Minn., has

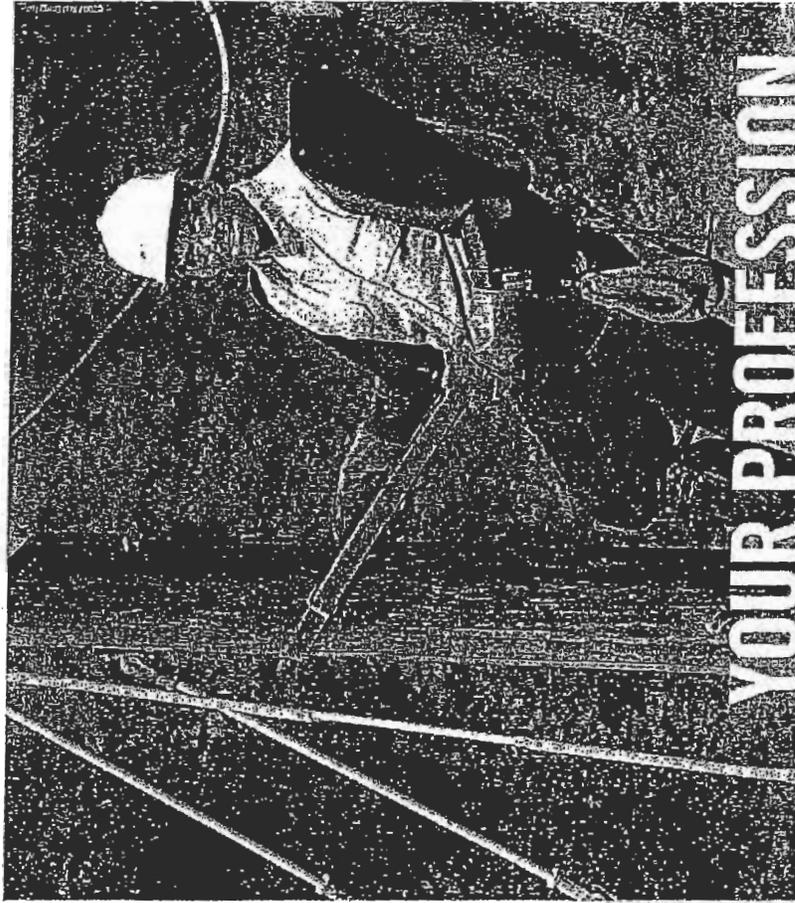
been providing a wide variety of energy-related products and services to 3.3 million electricity customers and 1.8 million natural gas customers for more than 130 years.

Jeff Shideler, who currently works as a plane specialist at Cherokee Station for Xcel Energy and served five years in the United States Marine Corps, said he takes pride in knowing he personally makes a difference in many peoples' lives.

"Every aspect of Xcel deals with providing a service that people depend upon," Shideler said. "I like knowing that even if no one actually thinks about it, every time they hit a light switch or pump their gas, or stop for



Xcel Energy is a leading coal, natural gas, wind, and nuclear power energy company that offers a competitive profile of opportunities for veterans and military spouses. Xcel Energy powers more than 3.3 million electricity customers and 1.8 million natural gas customers.



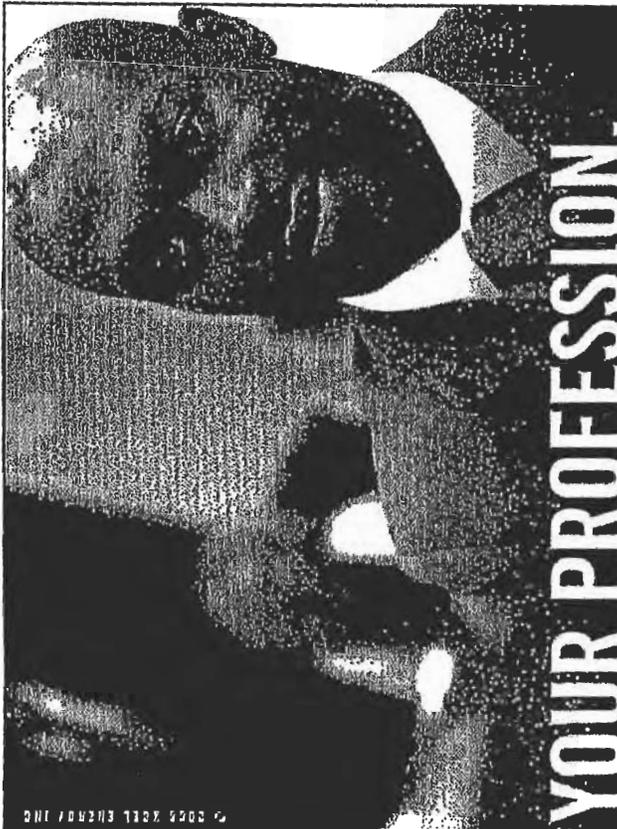
YOUR PROFESSION. OUR PARTNERSHIP.

As part of our commitment to creating and sustaining a motivated, diverse workforce, Xcel Energy is proud to support our country's retired military personnel in becoming our future leaders in the energy industry. With the emergence of new and innovative energy demands, new technologies are beginning to emerge making a career in the energy industry one of the more dynamic and exciting industries today. And, if you're looking for a challenging environment, excellent benefits, and continuous opportunities for long term success, consider a career at Xcel Energy. If you would like to find out more about our career opportunities, visit xcelenergy.com or send your resume directly to military@xcelenergy.com.



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OUR PARTNERSHIP.**

Our diverse, highly skilled workforce has contributed significantly to strategic and competitive success. We have a proud, rich history and are dedicated to the communities in which we live and work. Xcel Energy is a major electric and natural gas utility, with a comprehensive portfolio of energy-related products and services. If you would like to find out more about Xcel Energy and the career opportunities currently available, visit xcelenergy.com.

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GENERAL
Job Posting Advertising

McLaird-Pattay, Examiners of Records, Fort Wayne, Ind. 2011

Occupation	Hourly Wage
Electrical engineers	\$36
First-line supervisors/managers of production and operating workers	\$33
First-line supervisors/managers of mechanics, installers, and repairers	\$32
Electrical and electronics repairers, powerhouse, substation, and relay	\$26
Power plant operators	\$26
Electrical power-line installers and repairers	\$25
Control and valve installers and repairers, except mechanical door	\$24
Maintenance and repair workers, general	\$22

Source: U.S. Department of Labor, *Bureau of Labor Statistics*, www.bls.gov

board the world's first nuclear-powered aircraft carrier, the *USS Enterprise* (CVN-65) as a nuclear surface warfare officer. Along with leading a division of 30 highly-trained nuclear mechanics, Fehring was in charge of the nuclear mechanical systems in the No. 1 propulsion plant and two nuclear reactors. Fehring attributes much of his success in the civilian sector to the valuable experience he gained in the Navy.

Navy Training the Best in the Nuclear Power Industry

"The U.S. Navy offers the best training in nuclear power industry, and this is why my transition to the civilian nuclear industry has been effortless," he said.

Fehring enjoys his job at Westinghouse because his skills and attributes are recognized and he is encouraged to take responsibility.

"One great thing I have found here at Westinghouse is the fact that my manager has recognized and utilized my strong suit by incorporating me into the group's finance and budgeting." Fehring said. "I really appreciate the Westinghouse management recognizing the fact that I'm more than an engineer, and allowing me

to expand my professional experience. This is a great change from the days of 'filling a billet' regardless of your personal skill."

Barbara Santella, manager of staffing and university relations for Westinghouse, echoed Salecki's sentiments concerning the value of veteran employees in the energy industry. In fact, she said nearly 10 percent of the labor force at Westinghouse is comprised of veterans.

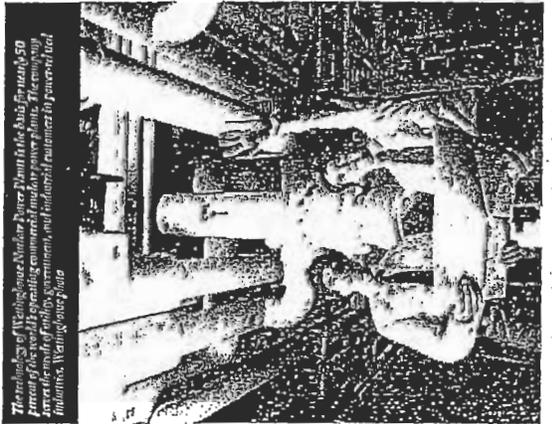
"Westinghouse finds that folks coming out of the military are very well trained, dedicated and eager to learn."

Many employers in the energy industry offer educational benefits such as on the job training and tuition reimbursement.

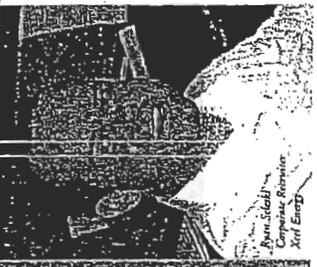
Salecki said Xcel takes pride in its willingness to help its employees learn.

"We offer company sponsored apprentice and journeyman training, tuition reimbursement, assistance with gym memberships, parking and public transportation," Salecki said.

Shideler discussed how his experience



The technology of Westinghouse Nuclear Power Plants is the key to meeting 50 percent of the world's energy needs. It is a commitment to safety, reliability, and innovation. The company's commitment to safety, reliability, and innovation is a key to meeting 50 percent of the world's energy needs. It is a commitment to safety, reliability, and innovation.

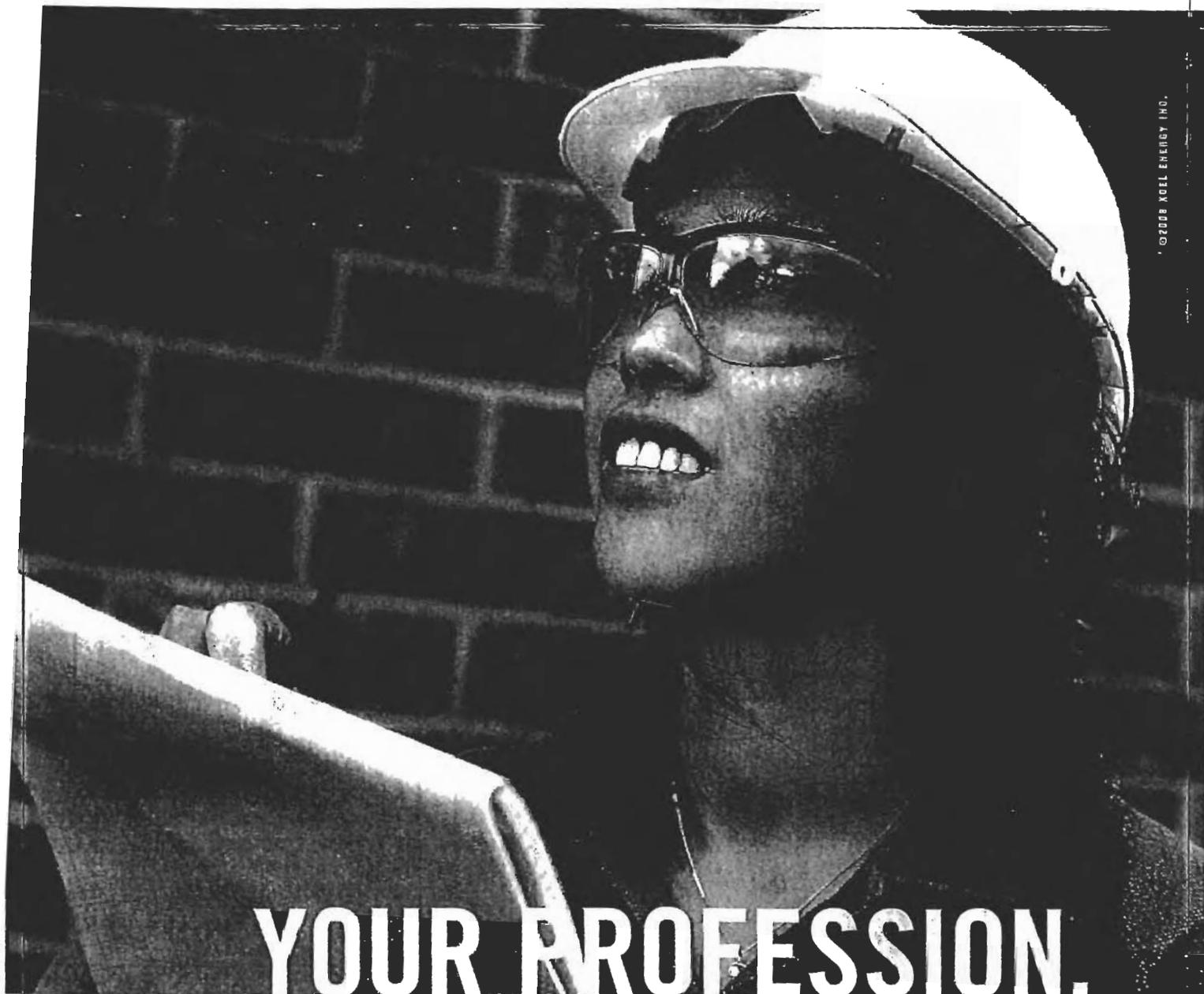


Ryan Salecki, a corporate recruiter for Xcel Energy, said veterans display qualities Xcel looks for when hiring new employees.

"We have found that veterans are very intelligent, dedicated and hard working individuals," Salecki said. "They possess the flexibility and leadership skills that are vital to growing our operations."

Westinghouse Electric Company, based outside of Pittsburgh in Monroeville, Pa., designed the first commercial pressurized water reactor nuclear power plant in the world in Shippingport, Pa., in 1957. The company offers a diverse array of nuclear plant products and services to utilities in twelve states and fourteen countries. These services include: fuel, service and maintenance, instrumentation and control, as well as advanced nuclear plant designs, according to its Web site.

Peter J. Fehring, a senior engineer for Westinghouse, served in the U.S. Navy



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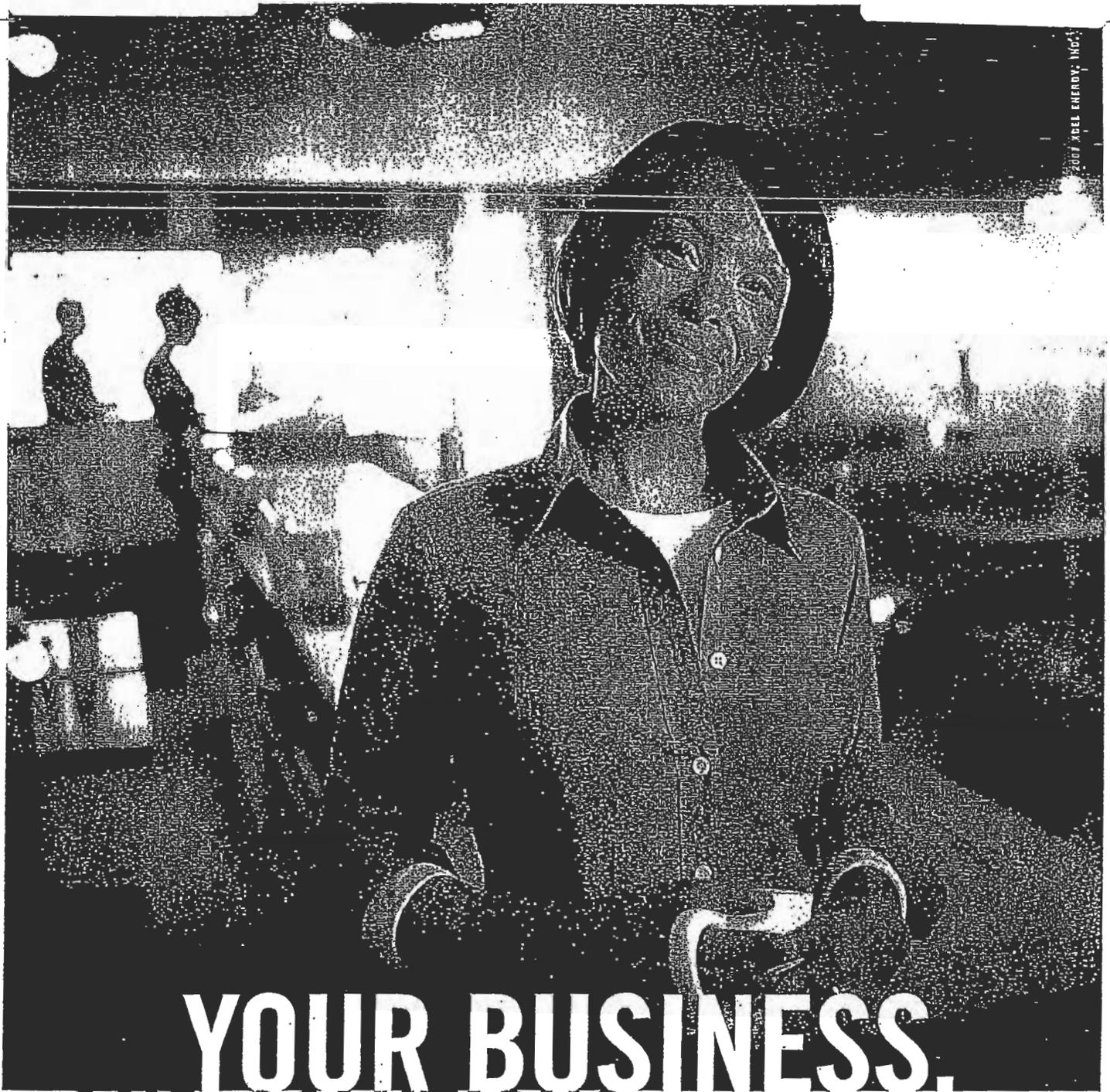
If you're looking for a challenging environment, excellent benefits, and continuous opportunities for long-term success, consider a career at Xcel Energy. Xcel Energy is a major electric and natural gas utility, with a comprehensive portfolio of energy-related products and services. With the emergence of new and innovative energy demands, new technologies are beginning to emerge making a career in the energy industry one of the more dynamic and exciting industries today. As part of our commitment to creating and sustaining a motivated, diverse workforce in our industry, Xcel Energy offers career opportunities in a wide range of disciplines including Engineering. We have a proud, rich history and are dedicated to the communities in which we live and work. If you would like to find out more about Xcel Energy and the career opportunities currently available, visit xcelenergy.com.



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GENERAL
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YOUR BUSINESS. OUR SOLUTIONS.

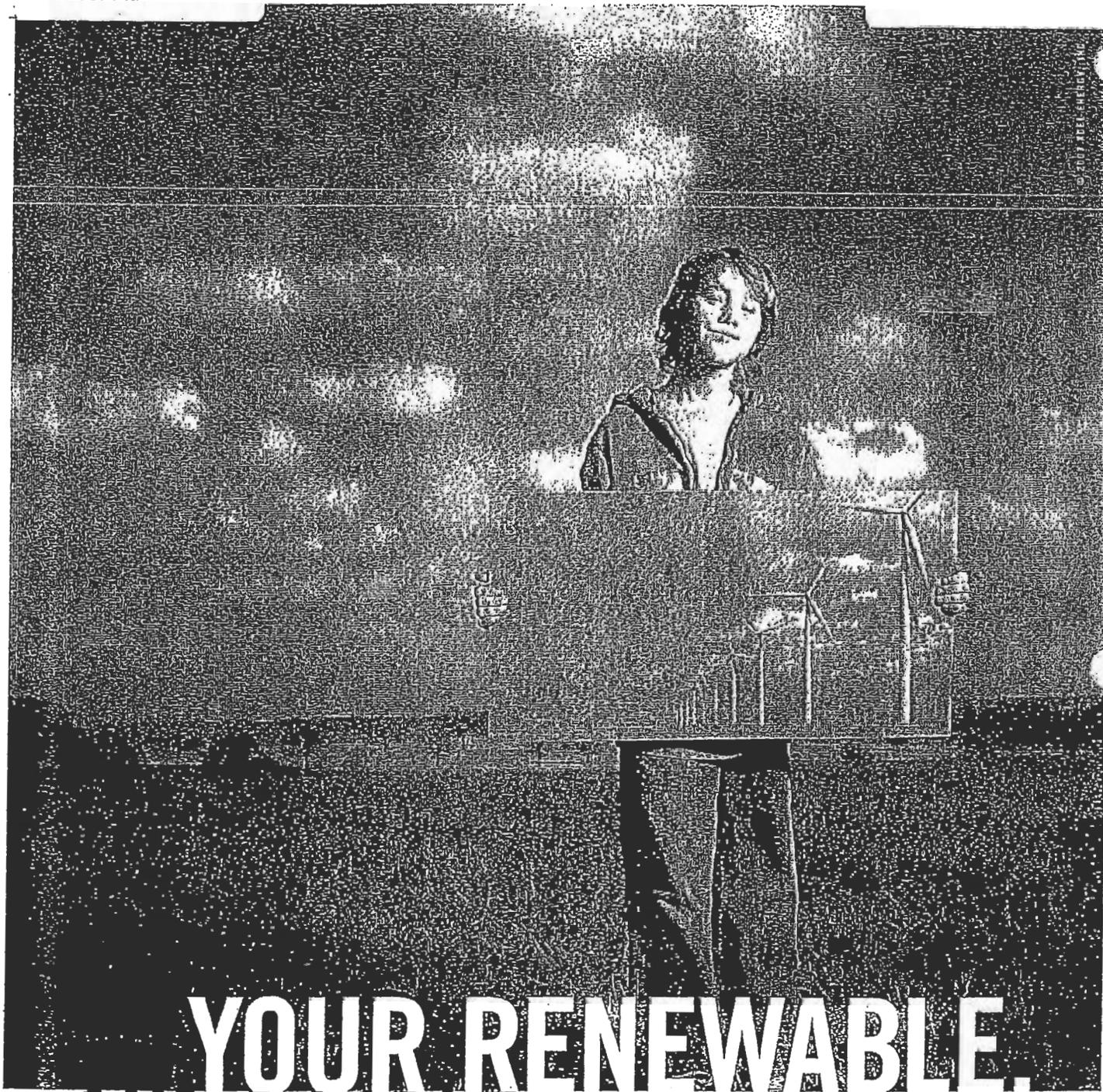
Our Business Solutions Center is like having a friend in the energy business. A resource that shows you how to save money and help the environment through energy conservation. A guide who walks you through billing and payment options. A partner with knowledge about load management programs, who cares about your bottom line. Feel free to call us at 1-800-481-4700 with any questions you might have. Or visit xcelenergy.com.



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GENERAL
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YOUR RENEWABLE. OUR DOABLE.

Renewable resources like wind, water, the sun and other alternative energy sources make sense for our environment. And our future. That's why Xcel Energy buys more wind energy than any other U.S. utility. It's why we operate 28 hydroelectric plants, generating enough energy to serve half a million typical homes. It's why we manage one of America's leading solar programs. That's more than stewardship. It's leadership.

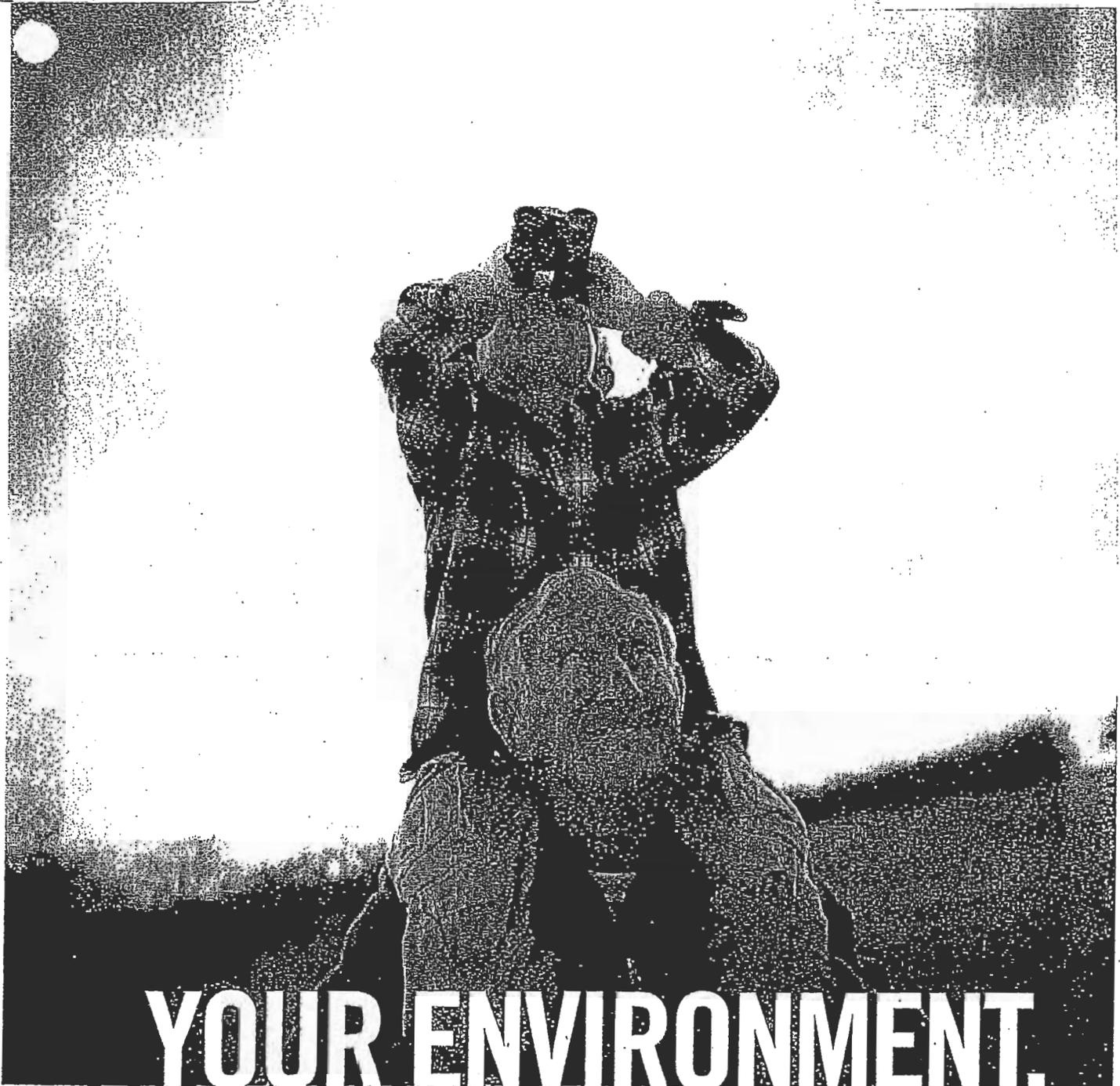
For more information on renewable energy, visit xcelenergy.com.

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GENERAL
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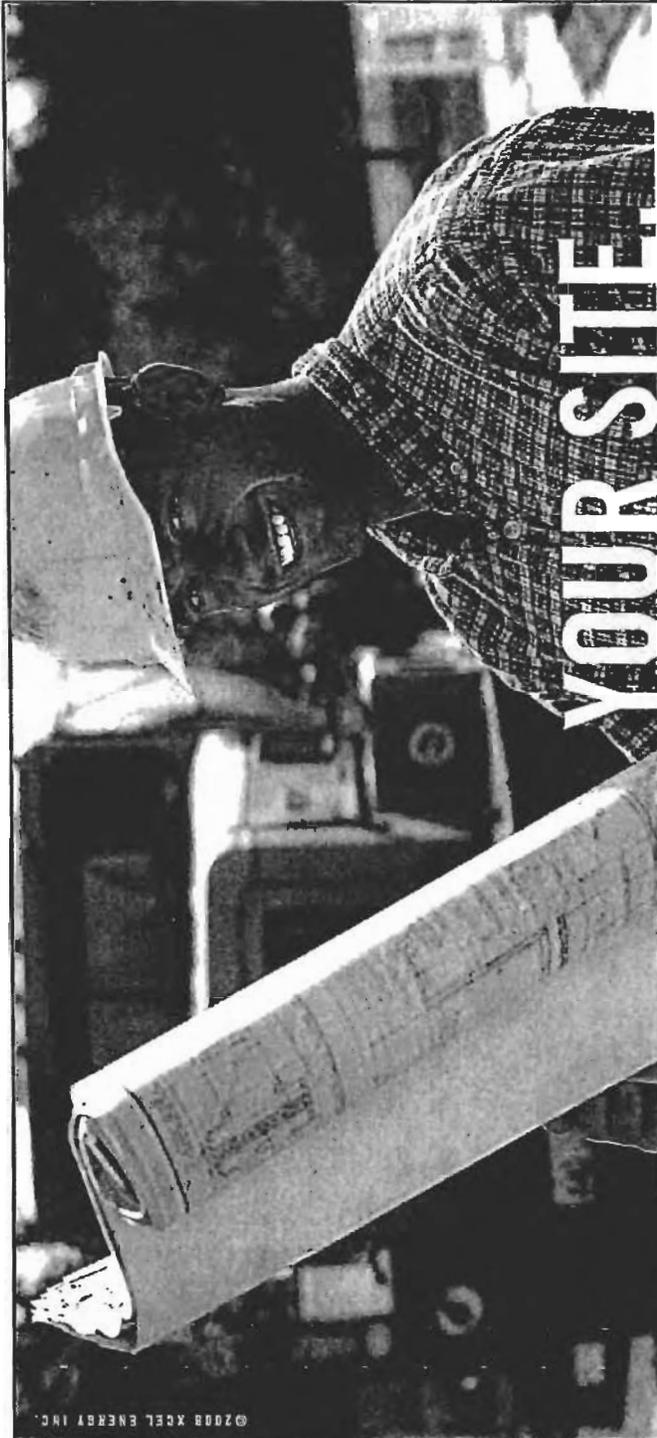
YOUR ENVIRONMENT. OUR COMMITMENT.

At Xcel Energy, we work hard to meet today's energy needs while protecting the environment of tomorrow. For example, even as we have increased our system-wide energy production over the past decade, we have also significantly reduced our air emission rates. More energy. Fewer emissions. Meeting or exceeding current regulatory standards. Not just cleaner air, but a clearly brighter future for the next generation. To learn more about our commitment to the environment, go to xcelenergy.com.

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OUR INSIGHT. YOUR SITE.

Think of us as your partner in the energy business. We offer a variety of programs and services to assist builders and developers with the construction of their residential and commercial developments. Our conservation rebates and energy efficiency programs provide you with opportunities to save money and build more energy-efficient homes. Visit our website to learn more at xcelenergy.com/buildersanddevelopers. Or call the Builders Call Line at 1-800-628-2121.



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Explore your home's energy use and get personalized recommendations for saving energy and money with top to bottom analysis of your energy use [Click Here.](#)

EnergyCalculators

These calculators allow you to focus on the energy use of a specific appliance in your home. You will learn how much you can save by installing new, energy-efficient appliances and how to operate them efficiently.

-  [Washer Calc](#)
-  [Cooling Calc](#)
-  [Heating Calc](#)
-  [Fridge Calc](#)

[View More Calculators](#)

GENERAL
Online Information

EnergySmart Library

ENERGYsmart Library
for your home



InfoSmart from Xcel Energysm

EnergySMART Library

Help
Search the Library

FAQs ?



Glossary

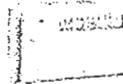


The ENERGYsmart Library is your online source for information about energy topics and technologies. Click any of the items below, search the library for a specific topic, or find answers to commonly asked questions by clicking on the FAQ button.



Heating

- [Selecting, Purchasing, and Installing a New Heating System](#)
- [Air-Source Heat Pump](#)
- [Geothermal Heat Pump](#)
- [High-Efficiency Gas Furnace](#)
- [Gas Furnace and Boiler Maintenance](#)
- [Gas Furnace and Boiler Replacement](#)
- [Electric Heating](#)
- [Energy-Efficient Fireplaces](#)
- [Programmable Thermostats](#)



Cooling

- [Selecting, Purchasing, and Installing a New Cooling System](#)
- [Energy-Efficient Air Conditioning](#)
- [Room Air Conditioners](#)
- [Evaporative Cooling](#)
- [Ceiling Fans](#)
- [Air-Source Heat Pumps](#)
- [Programmable Thermostats](#)
- [Geothermal Heat Pump](#)



Weatherization

- [Attic Insulation](#)
- [Basement Insulation](#)
- [Dropped Ceiling Insulation](#)
- [Rigid Insulation](#)
- [Wall Insulation - Newly Constructed Homes](#)
- [Wall Insulation - Existing Homes](#)
- [Window Shading and Shading Devices](#)
- [Energy-Efficient Windows](#)
- [Storm Doors](#)
- [Air Sealing Methods](#)
- [Duct Sealing and Insulation](#)



Lighting

- [Efficient Lighting](#)
- [Compact Fluorescent Light Bulbs](#)
- [Sub Compact Fluorescents](#)
- [Compact Fluorescent Torchlers](#)
- [Outdoor Security Lighting](#)
- [Task Lights](#)
- [Lighting Controls](#)



Food Storage/Cooking

- [Ovens and Ranges](#)
- [Refrigerators](#)
- [Boiler Control System](#)
- [Freezers](#)



Water Heating/Laundry

- [Energy-Efficient Water Heaters](#)
- [Heat Pump Water Heater](#)
- [Solar Water Heating](#)
- [Low-Flow Showerheads](#)
- [Water Pipe and Storage Tank Insulation](#)
- [Lowering Hot Water Temperature](#)

GENERAL
Online Information

- [Dish Washing](#)
 - [Clothes Washers](#)
 - [Horizontal-Axis Washing Machines](#)
 - [Clothes Dryers](#)
-



ENERGY STAR®



Safety & Security

- [ENERGY STAR®](#)
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- [Residential Light Fixtures](#)
- [Household Appliances](#)
- [Home Electronics](#)
- [Office Equipment](#)
- [Heating and Cooling Equipment](#)
- [Windows](#)
- [Homes](#)
- [Energy-Efficient Mortgages](#)
- [Carbon Monoxide Poisoning](#)
- [Carbon Monoxide Detectors](#)
- [Ground Fault Circuit Interrupters](#)
- [Holiday Lighting and Decoration Safety](#)
- [Natural Gas Safety](#)
- [Radon](#)
- [Surge Protectors](#)
- [Water Heater Temperature Safety](#)

TOTAL CUSTOMER PROGRAMS

**Total to
South Dakota**
\$ 14,753

Name: Energy Solutions
Category: Customer Programs
Timing: Quarterly
Market: Service Territory
Media Type: Print/Web

Name: EnergyUpdate
Category: Customer Programs
Timing: BiMonthly
Market: Service Territory
Media Type: Print

Name: Mover Kits
Category: Customer Programs
Timing: BiMonthly
Market: Service Territory
Media Type: Print

Name: InfoSmart
Category: Customer Programs
Timing: Quarterly
Market: Service Territory
Media Type: Print/Web

Name: Billwise
Category: Customer Programs
Timing: Service Territory
Market: Service Territory
Media Type: Print/Web

Name: PaySmart
Category: Customer Programs
Timing: Service Territory
Market: Service Territory
Media Type: Print/Web

Name: BudgetSmart
Category: Customer Programs
Timing: December
Market: Service Territory
Media Type: Print/Web

Name: Online Information
Category: Customer Programs
Timing: Service Territory
Market: Service Territory
Media Type: Web



MAY 2008

VOLUME 7

ISSUE 1



Energy Solutions

INSIDE

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SEEKING SUSTAINABILITY

Green building standards can help your company be energy efficient

Sustainable building practices are increasingly important, with benefits to the environment and to your company's image as a corporate citizen. They also can be good for your bottom line.

Rating systems and green certification programs can lend insights into ways to get the most out of your existing building operations as well as new construction. Use them as reference points to compare your building to best practices that have the least possible impact on the planet.

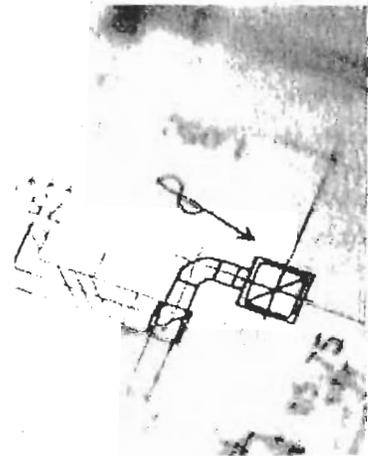
The U.S. Green Building Council (USGBC), for example, promotes sustainable building practices and developed the LEED® rating system for green buildings. LEED – short for Leadership in Energy and Environmental Design – takes a whole-building approach that

recognizes performance in five key areas:

- sustainable site development
- water efficiency
- energy and atmosphere
- materials and resources
- indoor environmental quality

Additional points are awarded for innovation and design. The certification process awards points based on the project's adoption of specific construction, design and systems elements.

The energy and atmosphere category aims to achieve increasing levels of energy performance above the standard baseline to reduce the project's environmental and economic impacts. This is the LEED rating system's largest part, with 17 possible



points, and we can help you earn them. (See "Sustainable building tools" for ideas.)

Visit usgbc.org to learn more about LEED.

The U.S. Environmental Protection Agency's (EPA) ENERGY STAR® certification focuses on energy efficiency, which, the agency says, provides the most economic return of sustainable practices. Cash flow and profitability resulting from building green

*"Green Building Standards,"
continued on page 2*

Benefits of green building

Environmental benefits:

- Enhance and protect ecosystems and biodiversity
- Improve air and water quality
- Reduce solid waste
- Conserve natural resources

Economic benefits:

- Reduce operating costs
- Enhance asset value and profits
- Improve employee productivity and satisfaction
- Optimize life-cycle economic performance

Health and community benefits:

- Improve air, thermal, and acoustic environments
- Enhance occupant comfort and health
- Minimize strain on local infrastructure
- Contribute to overall quality of life

Source: USGBC

Green Building Standards...

continued from cover

are largely derived through energy savings.

Commercial buildings that have earned the **ENERGY STAR** use on average 35 percent less energy than typical similar buildings and generate one-third less carbon dioxide. **ENERGY STAR**-labeled buildings and plants are among the top 25 percent of facilities in the country for energy performance.

Visit energystar.gov to learn more about **ENERGY STAR**-labeled commercial buildings and plants.

Sustainable Building Tools

Visit these sites for valuable tools and resources, including:

LEED

These LEED tools and more are available at usgbc.org:

- Rating systems
- Reference guide
- Project checklist
- LEED Online
- Project case studies

ASHRAE

At ashrae.org, home of the American Society of Heating, Refrigerating and Air-Conditioning Engineers, search for *Advanced Energy Design Guides*. ASHRAE offers free downloads of these publications, which provide recommendations for achieving energy savings over minimum code requirements. The guides – covering small office buildings, small retail buildings and K-12 schools – have an energy savings target of 30 percent.

ENERGY STAR®

It's well worth the time to explore the "Buildings and Plants" section of energystar.gov. You'll find online tools including "Guidelines for Energy Management," a proven strategy for superior energy management with tools and resources. Based on the successful practices of **ENERGY STAR** partners, these guidelines can help your organization improve its energy and financial performance.

Xcel Energy

Visit xcelenergy.com/rebates to find out how our energy conservation programs can help your operations be more energy-efficient. Here are a few examples.

New buildings:

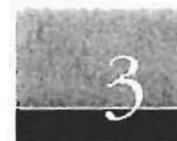
Energy Design Assistance's **FREE** comprehensive approach to energy savings in new construction includes personalized computer energy modeling – with an average value of about \$30,000 – for your planned building. The modeling, which can help you meet LEED requirements – predicts energy use, suggests energy-saving strategies and projects energy-cost savings.

Our follow-up services help ensure that selected strategies are installed to save on energy bills. Recommended strategies also qualify for our cash incentives, which decrease your out-of-pocket cost and improve your return on investment.

Existing buildings:

- Benchmark your facility against similar building types with our Online Energy Assessment
- Fine-tune your building's mechanical systems with Recommissioning
- Use building-control systems with Efficiency Controls
- Increase daylighting in your facility through Lighting Efficiency
- Increase ventilation and improve air quality with Custom Efficiency (see Richfield Schools energy recovery ventilation case study)

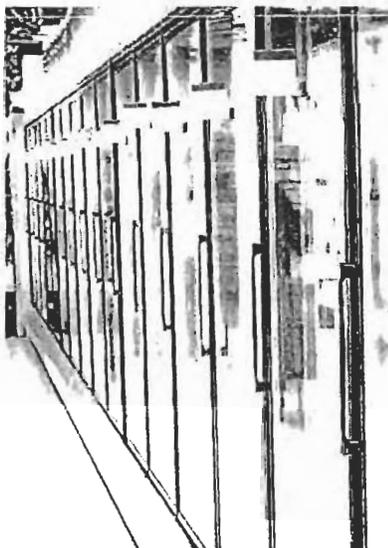




Instant Preapproval Tool Tunes Up Refrigeration Recommissioning

Profit margins in supermarkets are razor-thin, and refrigeration accounts for half the grocery's electricity use, so keeping commercial refrigeration units running well is critical. That's why we introduced Refrigeration Recommissioning earlier this year.

And now the program has a new feature that saves time and estimates rebates right up front. Obtain instant preapproval and your estimated rebate by using our online Rebate Preapproval Tool. All you need to do is input your case design loads and project cost to get started.



Refrigeration Recommissioning offers investigation rebates based on low- and high-temperature case design loads, not to exceed 50 percent of the project cost. And equipment is adjusted during the investigative process, so energy savings start right away.

Visit our Web page from xcelenergy.com/rebates to find out more about the program and to preapprove your project.

Streamline Your Energy Bill Processing with EDI

Electronic Data Interchange (EDI) lets you receive your energy bill data electronically the day after the billing cycle is complete. This gives you greater access to your billing information so you can better manage your energy expenses.

EDI brings you:

- The ability to quickly access and process billing information; conduct analysis and data sharing; and serve your company's accounting needs more easily
- Less chance of error and reduced costs for data entry, paper storage, paper tracking and mail handling
- Improved security and acknowledgement of receipt
- Improved corporate trading relationships

EDI also gives you the flexibility of paying your energy bills electronically through our Electronic Funds Transfer (EFT) program as well. To see whether your company is a candidate for EDI, and for more information about our other billing and payment options, visit xcelenergy.com/BillWise or call our Business Solutions Center at 1-800-481-4700.

NEW! Get a Cool 40% Bonus on Refrigeration Rebates

Now you can add a whopping 40 percent rebate bonus to the reasons you should purchase energy-efficient commercial refrigeration equipment for your facility through our Custom Efficiency program. The more energy your project saves, the more you can earn in rebate dollars – up to \$200 per kW saved and up to \$2 per MCF saved.

And earlier completion can mean a bigger bonus, so act soon. Remember these dates:

To earn this rebate bonus	Installation must be complete by
40%	Nov. 28, 2008
30%	June 30, 2009

We've also increased our funding for refrigeration studies. We'll pay up to 80 percent of the study cost if your energy-saving measures are preapproved by Nov. 28, 2008.

Visit Custom Efficiency at xcelenergy.com/rebates or call our Business Solutions Center at 1-800-481-4700 for more information.

Rebate Bonus for Building Controls

You can earn up to 40 percent more rebate dollars for Efficiency Controls projects that are purchased and installed in 2008. To earn this bonus, work with your energy-management system or other controls provider to assess and select your energy-saving controls system. Your controls must be installed and working, and your paperwork submitted, by Nov. 28, 2008. Visit xcelenergy.com/rebates and go to our Efficiency Controls Web page to find all the details.

Customer Programs
Energy Solutions

4

Energy Solutions

Call Us When Your Power Goes Out

At the first sign of an outage, whether it's the worst storm of the season or the sky is clear and calm, you can count on us to do our best. If an outage is widespread, due to severe weather or some other factors, our crews work around the clock, safely and as quickly as possible to restore power to all customers.

Make sure you have the following information handy in case you lose power:

- The **Electric Outage number** at 1-800-895-1999; or
- The **Business Solutions Center** at 1-800-481-4700 and follow the prompts. Have your full account number available to enter when prompted.

- The **account number** and **premise number** listed on your bill. These numbers help us relay the restoration time, job status and number of customers involved in an outage.

Several factors determine when your power can be restored. Keep in mind that:

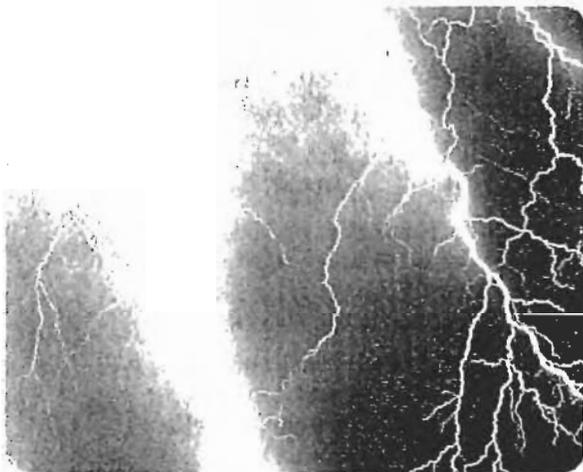
- We'll give you the best information we have about when your power may be back on. The accuracy of our restoration estimates varies depending on what caused the outage and current conditions.
- Problems that threaten public safety take priority,

so crews may be rerouted if necessary. Or a crew may find a more complex, time-consuming problem than anticipated.

- Sometimes our representatives won't know what caused your outage until our crew has fixed the problem.

Call again if our crew hasn't arrived when expected. We'll tell you what we can about our schedule and what to expect.

Listen to local news reports. If an outage is widespread, we work with local news media to keep the public informed about changing conditions and restoration times.



1-800-481-4700
xcelenergy.com
08-04-434 MN



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CASE STUDY

CUSTOM EFFICIENCY



ENERGY-SAVING VENTILATORS BAN "SLEEPY SCHOOL SYNDROME"

Indoor air quality in schools has been found "unsatisfactory" in nearly 20 percent of our nation's public schools, says the U.S. Environmental Protection Agency.

To make the Richfield Middle School a healthier place, the school district decided to install energy-recovery ventilators (ERVs) in 59 exterior classrooms. The project included replacing two air-handling units and a rooftop unit that served interior classroom space, and earned more than \$11,000 in our Custom Efficiency rebates.

ERVs: The Energy-Saving Solution

An ERV allows you to ventilate your building without losing all the energy used to heat or cool the air. It's very simple: outgoing and incoming air move simultaneously through the ERV but never mix. A conductive material, such as water, separates the two streams of air. The conductive material captures the heat (or cold) from the outgoing air before it's vented outside. In winter, the recovered heat is used to help bring the incoming air up to a set temperature. Fresh air then flows into the classroom.

An ERV also controls humidity between the two air streams to keep classrooms comfortable year-round (and prevent mold problems). Humidity from incoming summer air can be shipped out on the outgoing air stream. In winter, the conductive material can retain the humidity in the exhaust and return it to the classroom in the clean, incoming air.

To keep a classroom healthy, the ERV must move the air at a minimum rate of 450 cubic feet per minute. That provides 15 cfm per student, based on 30 students in a classroom. Drop below that rate and carbon dioxide levels rise, which causes a condition that can be called "sleepy school syndrome." This can trigger anything from fatigue and loss of focus to headaches and missed days of school.

Report Card

The Richfield Middle School project passed every test. The ERVs decreased the school's demand by 57 kW, while maintaining comfortable 70-degree temperatures. Annual energy use dropped by nearly 55,000 kWh.

And how are the kids? Teachers say they are more alert – they stay awake.

Take a deep breath... and call today!



A tightly sealed school can become "sick" or filled with stale air. Ventilation equipment can draw in fresh outdoor air, but it also exhausts heated or cooled air – and can blow your district's energy budget!

FINANCIAL SUMMARY

ERV Project: Richfield Middle School

Project cost:	\$63,263
Custom Efficiency rebate:	\$11,378
Annual demand savings:	57 kW
Annual energy savings:	54,767 kWh
Payback:	1.6 years
Total annual energy savings: \$31,615 (gas and electricity)	

All Custom Efficiency projects require preapproval before equipment purchase or installation. Visit xcelenergy.com/rebates, call 1-800-481-4700 or e-mail bsc@xcelenergy.com to learn more about Custom Efficiency and our other conservation programs.

This example is for illustrative purposes only. Xcel Energy does not guarantee that installation of an energy recovery ventilator will result in any level of energy savings or measurable energy-related benefit.



energy conscious is part of living in
ata. It's good for the environment and
'reserve our natural resources.

r a variety of products and services to
i lower your energy bill by using energy
efficiently. You don't have to reduce your
comfort when you use energy wisely.

HOME ENERGY AUDIT We'll show you how you can save
money - as much as 20 percent in heating and cooling costs
- and save energy, as well as add value and comfort to your
home with a Home Energy Audit.

HOME LIGHTING Save up to \$50 on your energy bill when
you switch to a newer generation of light bulbs.* Energy
efficient compact fluorescent light bulbs, provided by our
lighting partner, last up to 10 times longer and use up to
75 percent less energy than an incandescent bulb.

* Savings based on an expected product life of 10,000 hours at eight
cents per kilowatt-hour.

SAVER'S SWITCH® Participants receive a 15 percent
discount on summer energy bills with this free program that
briefly cycles your central air conditioner off and on just a few
hot days each summer when demand for electricity is greatest.

HOME PERFORMANCE REBATE This program helps
you identify appropriate energy-saving home improvements
gh a Home Energy Audit, provides you with a list of
ctors certified in the program, verifies the work has
completed and offers rebates on a wide variety of
ied improvements, equipment and appliances.
verage rebate is \$600.

Energy Solutions For Your Home

To learn more about how you can save money
and energy with Xcel Energy's programs, call
us at 1-800-895-4999 or return this postage-pa
card to receive information about the following:

- Home Energy Audits #1328*
 - Home Lighting #0808
 - Home Performance #1778
 - Saver's Switch #0305
 - Home Efficiency #1497
 - Bulb Recycling #0604
- Rebates for Energy-Efficient Products
- Air Source Heat Pump #1789
 - Central Air Conditioner #1803
 - Geothermal Heat Pump #1788
 - Furnace or Boiler #0555



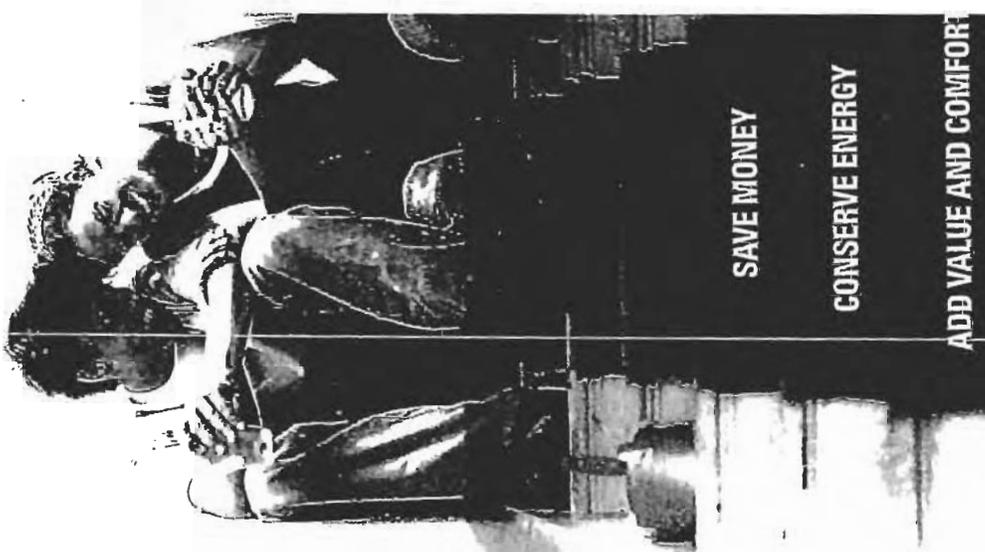
HOME EFFICIENCY Build an ENERGY STAR® home.
One that will save you up to 30 percent in energy costs.
We offer a free program to help your builder create a home
for you that provides comfort, energy efficiency, moisture
control, air quality and durability.

BULB RECYCLING You can take your old fluorescent
bulbs to your county recycling center free of charge.
Or, you can receive a coupon for 50¢ off the cost to
recycle at local participating hardware stores.

**ENERGY STAR REBATES FOR ENERGY-EFFICIENT
PRODUCTS** To encourage the purchase of energy-
efficient products, we offer significant cash rebates.
Air Source Heat Pump - up to \$330
Central Air Conditioner - up to \$330
Geothermal Heat Pump - \$150/ton
Furnace and Boiler - up to \$100
Water Heater (natural gas) - \$40 - \$100

Programs are available to our Minnesota customers only.
Certain restrictions may apply.

Name: _____
Address: _____
City: _____ State: _____ ZIP Code: _____
E-mail: _____
(optional)



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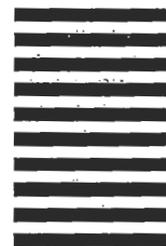
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IN BUSINESS

**YOUR GUIDE TO RELIABLE
ENERGY AND RESPONSIVE
SERVICE FROM XCEL ENERGY**

 **Xcel Energy**[®]

Customer Programs
 Energy Solutions

- small Business

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Introduction

Staying in business requires hard work, good ideas and sound financial decisions. At Xcel Energy, we take pride in delivering smart energy solutions – reliable energy at economical prices with an array of programs and services that help you manage your energy bills to help your business thrive.

This booklet is an important first step. If you've been an NSP customer in the past, you might be familiar with some of the information in this booklet. But there's plenty of new information to make it worthwhile reading for anyone making decisions in today's competitive business world.

You'll learn about:

- Reading and understanding your bill
- Bill payment options
- Safety tips for businesses
- Pricing information
- Power outages

We're proud to have you as an Xcel Energy customer and look forward to providing you with excellent service every day. If you still have questions after reading this booklet, call the Xcel Energy Business Solutions Center at 1-800-481-4700 or 1-800-895-4949 for TDD/TTY hearing-impaired customers.

Electric and Natural Gas Prices

With this mailing we are sending you a folder that lists your energy prices. You also can obtain this folder by calling the Xcel Energy Business Solutions Center at 1-800-481-4700.

The Minnesota Public Utilities Commission (MPUC) regulates investor-owned electric and natural gas utilities – such as Xcel Energy – and determines the prices we charge our customers. When we ask for a rate increase, the MPUC may authorize us to increase rates temporarily during the hearing and consideration process. This helps our income more nearly match our expenses during the review process, which will take up to 10 months or longer. These interim rates are subject to refund, with interest, depending on the outcome of the case.

Rate Adjustments

Resource Adjustment includes automatic rate adjustments that Xcel Energy is authorized to collect related to fuel and conservation costs. Xcel Energy's costs vary from month to month for fuel to generate electricity, for purchased power used to provide electricity, and for purchased wholesale natural gas for supplying to our natural gas customers. Your bill reflects the monthly amount that these costs are above or below the base cost of fuel determined in the last general rate case. In addition, this line of your bill includes the cost of providing conservation improvement programs for our customers. This conservation adjustment may only be changed by Xcel Energy annually.

Power Factor measures how effectively your equipment uses electric current from the utility. Some types of equipment draw two kinds of current. One kind is the electrical

current converted by the equipment to useful power. The other is magnetizing current that carries no "energy" with it, but is needed to make the equipment operate.

Power factor is a measure of how effectively the current delivered to the equipment is converted into useful energy, and is shown as a percentage. If your power factor is below 90 percent (or shows more than 10 percent loss in efficiency) your demand is adjusted upward. Xcel Energy, like many utilities, charges extra for low power factor, because it costs the utility more to build and operate the additional equipment that carries the extra current to operate your equipment.

Demand Ratchet takes into account the maximum power you will need to operate at any given time based on your highest monthly electric demand in the previous 11 months. If your business energy consumption has substantial seasonal variations, or you have had a major change in usage, a demand ratchet charge may apply to your billing. If your monthly demand temporarily drops below half of your previous year's high monthly demand, you are charged for not less than 50 percent of that previous amount. If this drop in demand results from permanent changes in your facility's operations, an Xcel Energy representative can change the base and adjust this charge.

For more information about energy or demand charges and saving opportunities, call the Xcel Energy Business Solutions Center at 1-800-481-4700.



Meter Reading and Energy Bills

By December 2000, Xcel Energy will have updated more than 1.1 million natural gas and electric meters in the Twin Cities area so they can be read via radio signal.

If you do not live in the Twin Cities area, or you live in the metro area but have not received an upgraded meter, an Xcel Energy meter reader will continue to read your meter each month until the upgrade and four-month quality assurance period are completed.

We determine the amount of energy you have used by subtracting the previous reading from the current one.

An electric meter registers your energy use in kilowatt-hours (KWH), a natural gas meter in hundreds of cubic feet (CCF). Your natural gas bill will reflect charges per therm, which is the CCF adjusted for the BTU content of the natural gas.

How to Start or Stop Service

You can start or stop service by calling the Xcel Energy Business Solutions Center at 1-800-481-4700. There is a processing charge, per account, which covers a portion of Xcel Energy's costs to establish the new service account.

Lowering Your Xcel Energy Bills

Xcel Energy offers programs to help businesses find energy solutions that fit their business needs. Some offerings include:

- Energy audits
- Rebate programs for buying energy-efficient equipment
- Energy financing
- Discount rate options

If you're a small business owner interested in increasing the energy efficiency of your business, order your free copy of the Small Business Guide to Energy Savings by completing and submitting the form located at xcelenergy.com/businessenergyguide.

What to Do If Your Power Goes Out

If your power goes out, Xcel Energy's top priority is restoring power as safely and as quickly as possible. Here's a quick checklist of what you can do to ensure your power returns as quickly as possible:

- Check to see if surrounding businesses or nearby homes have electricity.
- Check your fuse box or circuit breaker if you are the only one without power. Keep extra fuses on hand if necessary. Xcel Energy will replace fuses and reset circuit breakers, but there is a charge for this service call.
- Call 1-800-895-1999 to report an outage. You can report your outage in as little as 60 seconds on our automated phone reporting system. And, you'll have quick access to information and service representatives at our call centers.
- Call 1-800-895-1999 to report downed wires or electrical disturbances. As always, never go near downed power lines.

Remember to Stay Away From Downed Wires

Anytime you have an outage, Xcel Energy will repair your lines safely and as rapidly as possible. We will work around the clock until your power is restored. However, we give top priority to any situation concerning downed wires or hazards to public safety. Our next priority is restoration of feeder lines which will restore service to the greatest number of customers.

During the outage and restoration process, our goal is to communicate with customers in a responsive and timely manner. For outage information or restoration estimates, or to report an electrical disturbance or downed wires, please call 1-800-895-1999.

If your power outage cannot be repaired immediately, here are some steps you can take to help ensure safety and a smooth restoration of power:

- Turn off or unplug major appliances and equipment, including computers, copiers, faxes, etc. to help avoid a sudden surge of power when service is restored.
- Unplug appliances with transistors.
- Leave one light on so you'll know when your power is restored.

If you see a downed power line,
call Xcel Energy immediately
at 1-800-895-1999.

If You Smell Natural Gas

If you smell a faint odor of natural gas, check its source. Chances are a pilot light is out or a piece of equipment is not turned off completely. But be careful! Put out cigarettes, pipes, and turn off welding equipment or anything with a flame or spark.

If you cannot locate the source of the faint odor, or if the smell is strong and seems to be everywhere, evacuate the building immediately! Do not touch light switches or make phone calls because an electrical spark could cause an explosion. Find a nearby phone and call the emergency number listed below.

For natural gas emergencies,
call Xcel Energy at 1-800-895-2999.

Carbon monoxide is a poisonous gas that has no odor or color. It is the product of incomplete combustion. Its ill effects are often mistaken for fatigue or flu symptoms. Also be wary of persistent headaches, nausea, ringing in the ears, dizziness or drowsiness, especially when windows and doors are sealed shut for the winter.

If you experience any of these symptoms and suspect a carbon monoxide problem, call your natural gas supplier immediately. If Xcel Energy supplies your natural gas, call the natural gas emergency number listed above.

You might want to purchase a carbon monoxide detector. If you do, keep in mind the following guidelines:

- Choose a detector that is UL approved.
- Choose a model with a test and reset button.

-small Business

- Buy a detector that plugs into an electrical outlet or is direct-wired. Then you won't have to change batteries or worry about them running down.

Two important requirements for efficient and safe natural gas equipment operation:

1. Be sure you have an adequate supply of oxygen mixed with natural gas to assure complete combustion. When the mixture is correct, the flame will be mostly blue. If it's orange or yellow, have the heating system professionally checked immediately.
2. Be sure you have proper and effective venting of the furnace, water heater or other equipment. When properly installed and maintained, natural gas heating systems or boilers, water heaters and other appliances do not contribute to the presence of carbon monoxide in your building. Arrange for a qualified contractor to check your heating system for operating efficiency at least once every two years.

Working Safely Around Power Lines and Natural Gas Lines

Don't take power lines for granted. Be very careful when you, your workers, or contractors work near or around them. Never allow a ladder, antenna, roof rake, aluminum siding, rain gutters or other objects to touch electric wires. Don't ever try to remove dead branches or pull trees or limbs away from power lines. Be safe. To report downed power lines, call 1-800-895-1999.

Xcel Energy does not trim trees along lines that run from a pole to a building, except in emergency situations. Call a professional tree trimming contractor for trimming work near service lines. Remember, pole-to-building service lines are fully energized and can be dangerous. Do not go near these lines yourself.

Before you dig, call Gopher State One Call (see phone number below) to find out exactly where underground electric and natural gas lines are located. Striking or severing lines with a shovel or other tool is dangerous; it could injure or even kill you. You also could interrupt service to your business. Damages caused by customers who do not call before digging are paid for by that customer.

In Minnesota you can call Gopher State One Call at 651-454-0002 in the Minneapolis - St. Paul metropolitan area or 1-800-252-1166 from other Minnesota locations for help in locating electric, natural gas or other underground utility lines.

Landscaping and trees may interfere with power lines, transformers and other gas and electrical equipment that may be located on your property. Xcel Energy can assist you with recommended plantings and clearance distances.

Paying Your Xcel Energy Electric or Natural Gas Bill

Paying by mail:

- Mail to: Xcel Energy, P.O. Box 9477, Minneapolis, MN 55484-9477.
- Use the return envelope enclosed with your bill.

- Include the top portion of your Xcel Energy bill.
- Allow four business days for Xcel Energy to receive payment and credit your account.

The business whose name is printed on the bill is responsible for payment. If this name is incorrect, please call the Xcel Energy Business Solutions Center at 1-800-481-4700.

Xcel Energy's Auto Pay is also available for your convenience. You can authorize your financial institution to pay your Xcel Energy bill automatically every month. For more information, call the Xcel Energy Business Solutions Center at 1-800-481-4700.

City Fees

In some cities Xcel Energy is required to collect a fee on behalf of the city. This fee is applied and shown separately on your monthly bill. Xcel Energy pays the fee directly to the city and makes no profit from it.

Collection Procedures and Reconnect Charges

The current portion of your bill is due no later than the payment date shown on the bill. If the amount due is not paid on time, your next bill could contain a Late Payment Charge and an Important Notice. The Important Notice would advise that your utility account is past due and that Xcel Energy may shut off utility service unless the total amount of the bill is paid by the date due shown on the bill. If you have received an Important Notice and don't make a payment or arrangements for payment by the due date, we will send a Final Notice. This Final Notice is the last notification Xcel Energy sends before disconnecting service for nonpayment.

10 If it becomes necessary to disconnect

your service for nonpayment, there is a reconnection charge.

If you're a natural gas customer, there is also a reconnection charge if you discontinue service for eight months or less and then come back onto the system at the same address. This charge will not apply to a new owner if a change of ownership occurs during a lapse in service.

Returned Check Charges

Xcel Energy charges for any payment by check or draft not honored by a financial institution.

Tax Exemption

In Minnesota:

If your business falls into one of the following categories, you may qualify for a tax exemption on your energy bill:

- Agricultural or manufacturing production
- Religious or educational organizations
- Federal, state and local government
- Non-profit organizations

To request a Fuels and Energy Exemption Certificate, call the Xcel Energy Business Solutions Center at 1-800-481-4700 indicating which certificate better suits your business:

Mail code #0587 agriculture or manufacturing
Mail code #0588 non-profit organization

Questions regarding eligibility for tax exemption should be directed to:

Minnesota Department of Revenue
Mail Station 6330
St. Paul, MN 55146-6330
651-296-6181 (Twin Cities)
1-800-657-3777 (elsewhere in Minnesota)

small BUSINESS

Your account will be adjusted after you return the tax exemption certificate and written request to Xcel Energy. Xcel Energy will implement tax exemption and adjust accounts backwards for up to 3.5 years. If you desire tax exemption beyond that time frame, you should contact the Minnesota Department of Revenue at the address or phone number above.

Minnesota Public Utilities Commission (MPUC) Rules and Regulations

The Minnesota Public Utilities Commission provides guidelines for a variety of service issues. The following rules might affect you:

Late Payment Charge (MPUC 7820.5500)

Xcel Energy assesses a late payment charge on unpaid amounts. Any unpaid utility service balance exceeding \$10 is subject to a 1.5 percent monthly (18 percent annually) late payment charge or \$1, whichever is greater.

Deposit and Guarantee Requirements (MPUC 7820.4300-4400)

Xcel Energy might request a deposit from:

1. A potential customer who has an unpaid bill from a previous account that is not in dispute;
2. A potential customer who previously has had service disconnected by Xcel Energy for a permissible reason that is not in dispute; (See Reasons for Disconnection of Service With Notice, Page 14)
3. A potential customer whose credit history shows that payment cannot be assured;

4. A customer whose utility service is disconnected or who is liable for disconnection because of nonpayment of a bill that is not in dispute;
5. A customer whose utility service is disconnected or who is liable for disconnection for any permissible reason that is not in dispute. (See Reasons for Disconnection of Service, Page 14.)

Deposits (MPUC 7820.4500)

If Xcel Energy requires a customer to make a deposit, deposits cannot exceed an actual or estimated two-month average bill. Deposits are in addition to payments of an outstanding bill. Deposits in excess of \$20 earn interest compounded annually as allowed by law, payable from the date of deposit to the date of refund or disconnection. We will give the customer a receipt for the deposit.

This deposit is refunded after 12 consecutive months of prompt payment of all Xcel Energy utility bills. The deposit may be refunded or credited to the customer's bill at Xcel Energy's option. Deposits, plus interest, may be applied to a delinquent account at Xcel Energy's discretion with notice to the customer. Rather than a deposit, a written guarantee of payment from another source may be accepted.

When the account is closed, Xcel Energy will apply the deposit, plus interest, as a credit toward the final bill. We will return any balance to the customer within 45 days of the closing date.

When Xcel Energy requires a deposit or guarantee from a customer, it will explain the reasons in writing to the customer.

***Disconnection of Service Notice of
Disconnection (MPUC 7820.2400)***

All notices of disconnection, including Final Notice, will precede disconnection of service by at least five days, excluding Sundays and legal holidays. The notice will contain the date on or after which disconnection will occur, the reason for disconnection and ways to avoid it. Xcel Energy sends disconnection notices by first class mail or personal delivery by our representative.

***Reasons for Disconnection of Service With
Notice (MPUC 7820.1000)***

Xcel Energy is reluctant to disconnect or refuse service, but there are circumstances and situations that will result in disconnection or refusal of service such as:

1. Failure to pay a bill (when delinquent amount exceeds deposit).
2. Failure to pay a deposit or provide a guarantee instead of a deposit.
3. Failure to make proper application for service.
4. Violation of Xcel Energy rules on file with the MPUC. (Rules are available for public review.)
5. Failure to allow Xcel Energy access to its equipment located on the customer's premises for inspection, meter reading, maintenance or replacement of equipment.
6. Breach of service contract.
7. Failure to furnish utility-requested equipment and/or rights-of-way necessary to obtain service.
8. When the MPUC determines that there is willful wasting of service through improper equipment.

9. When necessary for the utility to comply with any order or request of any government authority having jurisdiction.

***Reasons for Disconnection Without Notice
(MPUC 7820.1100)***

1. Unauthorized use of or tampering with Xcel Energy's equipment.
2. In the event of a condition hazardous to the customer, to other Xcel Energy customers, to Xcel Energy equipment or to the public.

Disputed Bills (MPUC 7820.2700)

A dispute concerning your bill or service might occur. If it does, you should immediately call the Xcel Energy Business Solutions Center at 1-800-481-4700. In most cases, we can resolve the dispute at that time.

When a customer advises Xcel Energy's Business Solutions Center prior to the disconnection of service that any part of the billing as rendered or any part of the service is in dispute, the utility shall:

- (a) Investigate the dispute promptly.
- (b) Advise the customer of investigation and its result.
- (c) Attempt to resolve the dispute.
- (d) Withhold disconnection of service until the investigation is completed and the customer is informed of the findings in writing.
- (e) Upon the findings of the utility, the customer must submit payment in full of any bill that is due.

- small business

- (f) If the dispute is not resolved to the satisfaction of the customer, he or she must submit the entire payment and may designate the disputed portion to be placed in escrow to the utility. Such payment shall be called an "escrow payment."

Escrow Payments (MPUC 7820.2800)

- (a) To submit a payment in escrow, the customer must make payment of the amount due as shown on the bill through an "escrow payment form" clearly marked and provided by the utility.
- (b) The "escrow payment form" must provide space for the customer to explain why the utility's resolution of the dispute is unsatisfactory to the customer. The form must be in three copies, one of which will be retained by the customer.
- (c) A copy of the "escrow payment form" must be forwarded by the customer to the Public Utilities Commission.
- (d) Any escrow payment to the utility may be applied by the utility as any normal payment received by the utility.
- (e) After escrow payment has been made, the customer and the utility may still resolve the dispute to their mutual satisfaction.
- (f) By submitting the "escrow payment form" to the Commission, the customer shall be deemed to have filed an informal complaint against the utility, pursuant to the Commission's Rules of Practice (MPUC Rules 7829.0100 through 7829.3100).
- (g) Upon settlement of the dispute, any sum found to be entitled to be refunded to the customer shall be supplemented by an 8 percent per annum interest charge from the date of payment to the date of return by the utility.

Utility Waiver (MPUC 7820.2900)

The customer may apply to the utility to waive its right to disconnect. If the utility refuses to waive its right to disconnect, the customer may apply to the Commission for emergency status.

If the Commission determines that the customer has a probable claim in the dispute and that hardship may result in the event of disconnection of service, it may declare an emergency status to exist and order the utility to continue service for a period not to exceed 30 days.

No Obligation to Suspend Discontinuance of Service Unless Current Bills are Paid (MPUC 7820.3000)

Notwithstanding anything herein to the contrary, the utility shall not be obligated to suspend discontinuance of service upon the filing for review with the Commission, unless the customer shall pay, when due, all current bills rendered during the pendency. If, following the first filing for review with the Commission, the same customer or any other person files for any subsequent review by the Commission pertaining to the same account, such subsequent filings shall not relieve the customer from the obligations to pay for service rendered after the first filing. If subsequent requests for review are filed during the pendency of the first review, all designated disputed payments or portions thereof made after the first filing shall be considered to be made into escrow.

Complaint Procedures (MPUC 7820.0300)

If any complaint cannot be promptly resolved, the utility shall contact the customer within five business days and once every 14 calendar days thereafter, and advise



FEBRUARY 2008

Energy UPDATE

GET CASH BACK WITH A NEW ENERGY-EFFICIENT HEATING SYSTEM



Did you know that on average, heating and cooling makes up as much as half of your annual energy use? Now that winter is here, you've probably noticed that your energy use is increasing. It makes sense to ensure your heating equipment is energy efficient.

If you are considering replacing your heating system with a new energy-efficient unit, be sure to take advantage of ENERGY STAR® rebates by *BudgetSmart from Xcel Energy*™.

Our one-time rebates will help you save on the cost of your energy-efficient furnace, boiler or water heater, and you'll save on energy costs for years to come. Just ask your heating contractor for a unit that earns the ENERGY STAR. Use the chart below to determine your rebate amount.*

Appliance	Efficiency Criteria	Rebate
Furnace	90 percent AFUE	\$75
Furnace	94 percent AFUE	\$100
Boiler	85 percent AFUE	\$100
Combination Boiler and water heater	.88 plus CAE	\$100
Water Heater	.62 EF	\$40
Water Heater	.64 EF	\$60
Tankless Water Heater	.80 EF	\$100

Visit www.xcelenergy.com/homerebates/ to download your rebate application and find out more about our valuable rebate programs, today!

*You must be an Xcel Energy gas customer in MN or ND to be eligible for this rebate program.

Energy-Saving Heating Tips

- **Keep heating sources clean and free of obstructions.** Move furniture away from heating registers, baseboard heaters and radiators, and make sure carpeting and drapes are not blocking these sources. Vacuum heating registers and return-air grilles to improve airflow and increase the heating efficiency of your home.
- **Use space heaters sparingly or for small spaces only.** Unless used wisely, a space heater can be expensive. Running an electric space heater for 10 hours a day can add up to \$30 per month to your electric bill. However, space heaters can be used efficiently to heat individual rooms for short periods of time if they help you avoid turning up the heat in the rest of your home.
- **Reverse the direction of your ceiling fan in the winter.** Run your ceiling fan at low speed in the reverse direction (clockwise) during the heating season so that the blades push air up toward the ceiling where hot air often gets trapped. The fan will drive the warm air back down around the edges of the room, resulting in more even heating and improved comfort.

For more energy-saving tips, go to www.xcelenergy.com/energysavings/.

HELP HARNESS THE POWER OF MINNESOTA WIND

Windsource® by *ConservationSmart from Xcel Energy*™ harnesses the wind to produce clean, renewable energy, with no greenhouse gas emissions. More than 23,000 Minnesota residential customers and dozens of businesses have already chosen Windsource to meet some or all of their electricity needs.

Windsource uses the energy from wind farms located across southern Minnesota, providing a positive economic impact to rural communities. We will soon have nearly 40 megawatts (MW) of generation capacity dedicated to the Windsource program—enough to reduce carbon dioxide emissions by over 1 million tons annually.

Windsource customers pay a premium rate for wind energy and are then credited for the costs of fuel (e.g. coal, natural gas) included in their monthly bill. You can have 100 percent of your electricity provided by wind or sign up for a smaller number of 100-kilowatt hour blocks. Fuel cost credits change on a monthly basis, but the average residential customer will pay about \$10 more per month to have 100 percent of their electricity provided by wind energy.



For more information visit www.xcelenergy.com/windsorce-mn/ or call 1-800-895-4999.

Windsorce is certified by the Minnesota Department of Commerce and the non-profit Center for Resource Solutions' Green-e Program.

Customer Programs Energy Update

BILL-PAYING EASE IS AS CLOSE AS YOUR TELEPHONE

Spring is around the corner with the promise of warmer weather and more outdoor time. During the busy spring season and beyond, if you want to pay your monthly energy bills in an easy and flexible way, try Pay By Phone.

With Pay By Phone, you quickly and securely transfer funds from your bank account to us with one call anytime to 1-800-895-4999, knowing that the payment will be posted to your Xcel Energy account the next business day.



When you first call to make a payment, have your Xcel Energy account number, your bank account number and your bank routing number at hand. (Your account and routing numbers are located on the lower left of a blank check.) When you call again in the future, our automated system will just confirm your banking information.

More than 200,000 Xcel Energy customers have used the Pay by Phone option already. Try it! The service is free and no enrollment is necessary. For more information, visit www.xcelenergy.com/paysmart/ or call us at 1-800-895-4999.

Appliance breakdowns are inconvenient. They don't have to be expensive too.

Enroll in affordable appliance protection from HomeSmart from Xcel EnergySM

For less than 50 cents a day, HomeSmart provides comprehensive coverage on gas and electric appliances so you can avoid the frustration of an unexpected and costly repair bill. Did you know the typical cost to repair your home comfort appliances?

Appliance Type	Average Repair Cost ¹
Central Air	\$382
Clothes Washer	\$215
Dishwasher	\$213
Dryer	\$225
Furnace	\$512
Range	\$234
Refrigerator	\$197
Water Heater	\$369

Protect your budget and keep your household running smoothly. For only \$12.95 per month, you can enroll in coverage that includes your furnace/boiler, range, dryer and water heater. Increase your peace of mind by upgrading coverage to include protection for your central air conditioner, washer, gas fireplace, refrigerator or dishwasher for only \$4 more per month each. Enroll before March 28, 2008 and receive 10 percent off your monthly HomeSmart bill for the next 12 months².

Call 1-866-VERY-SMART (1-866-837-9762) to speak with a customer service representative today. Please mention priority code 400 when you enroll to receive your 10 percent savings.

¹ Repair costs without coverage

² New subscribers only

This service is available in most areas. The Minnesota Public Utilities Commission does not set prices and terms for HomeSmart from Xcel Energy.

Know how to respond to natural gas leaks

We safely and reliably provide energy service to many Minnesota communities and have done so for many years. Throughout our long history, the safety of our customers, employees and the public at large remains our highest priority.

Natural gas, like most fuels, is safe when it is used properly. But accidents can and do happen, which is why we want you to know how to safely respond to a natural gas leak.

In its natural state, natural gas has no odor, and that's why we add a smelly, chemical called mercaptan to it. The odor, described as smelling like sulfur or rotten eggs, helps people immediately detect the smallest of leaks. A leak also may be noticeable by sound and sight. If you are inside, you might hear gas escaping. Outside, you might notice dirt blowing, bubbles in a puddle, or you may hear a hissing or blowing sound. Respond to any of these warning signs as follows:

DO...

- Immediately leave your home or building
- Evacuate the outdoor area where the gas leak is suspected

DO NOT...

- Use your home phone or a cell phone
- Turn electrical sources such as a light switch on or off
- Use your garage door opener
- Shut down mechanized equipment
- Smoke, light a match or do anything that may create a spark
- Attempt to put out a fire if the gas leak ignites

ALWAYS...

Call us at 1-800-895-2999 (24 hours a day) once you are outside and safely away from the leak. Dial 9-1-1 in an emergency.

ENERGY UPDATE NOW PRINTED ON FSC CERTIFIED PAPER

In January of this year, we began printing the Energy Update newsletter on paper containing 30 percent post-consumer waste (PCW) and certified by the Forest Stewardship Council. The Forest Stewardship Council (FSC) is an international organization that was formed in 1993 to develop uniform principles and standards for sustainable forest management. Today, the U.S. chapter of the FSC oversees a certification system for paper products that enables companies like ours to make better choices about the paper we use.

When you see the FSC logo on the Energy Update newsletter and other printed communications, you can be assured that the paper got its start in an FSC-certified forest—one

that adheres to environmentally and socially responsible principles of forest stewardship. The FSC certification process requires that the paper flow through a certified chain of custody from manufacturer to merchant and printer.

Our decision to use FSC certified paper for Energy Update is part of a larger goal to reduce our impact on the environment. We continually look for ways to practice our business that allow us to meet our present needs without compromising the ability of future generations to meet theirs. For more information about FSC certified paper, please visit www.fscus.org/paper.



Customer Programs
 Energy Update



APRIL 2008

Energy UPDATE

GET UP TO \$330 CASH BACK ON A NEW, ENERGY-EFFICIENT AIR CONDITIONER

If you're considering replacing your old air conditioner with a new, energy-efficient system, now is a great time to earn cash back through our rebate program.

When you purchase and install a qualifying unit through one of our registered contractors you'll become eligible for a rebate of up to \$330. Contractors who participate in Xcel Energy's **AC Rebate Program** are required to perform an analysis to determine the appropriately sized unit for your home. They'll also perform tests on the refrigerant charge, airflow and ductwork to ensure AC units achieve optimal efficiency. These quality installation measures help to avoid an oversized, improperly installed system that can cost you up to 25 percent more on your monthly electricity bills.

When you update your system, you'll save two ways - with cash back toward the initial cost of the unit and you'll save money on future cooling bills.



2008 AC Rebates

Efficiency Minimum	Rebate
13.0-13.9 SEER	\$30
14.0-14.9 SEER	\$180
15.0-15.9 SEER	\$280
16+ SEER	\$330

Only Xcel Energy electricity customers whose AC units are installed by a registered contractor are eligible to receive a rebate. Visit xcelenergy.com/homerebates for more information and to download your rebate form.

Keep your power on. Plant the right tree in the right place.

Planting trees offers many potential benefits - they help reduce air pollution, increase property values and often improve the energy efficiency of your home by offering shade in the summer and wind protection in the winter. However, poorly placed trees can create problems. Choosing a suitable location for your tree provides a better future for your tree and for all of us.

Before you plant a tree, please remember that tree-to-power line contacts increase the likelihood of an outage during a storm, so avoid planting trees that will eventually grow into, or overhang, power lines.



- Ornamentals and low-growing trees planted under or within 25 feet of power lines should grow no taller than 20-25 feet at maturity.
- Plant tall growing trees at least 25 feet away from power lines.
- Do not plant trees under the service lines that run from the pole to your house.
- Avoid planting any vegetation in front of our ground-level electrical boxes.
- Call 8-1-1 before you plant trees for the location of all underground utility lines.

ENERGY TIP: Each month during summer, clean your central air conditioner's (AC) filter to improve efficiency and the life of your AC.

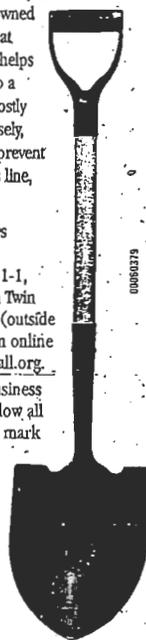
Pay your bill online quickly and securely with Online View & Pay. You'll not only save time, you'll save paper that would otherwise end up in a landfill. Visit xcelenergy.com to find the right billing and payment program for you.

DIG SMART. CALL 811 BEFORE YOU DIG.

Even simple digging jobs, such as planting a shrub, **require** a call to 8-1-1. Your call to 8-1-1 allows Gopher State One Call (GSOC) to notify owners of buried utilities in your planned digging area. Utility-owned lines are located and marked at no cost to you. Digging smart helps you avoid disrupting service to a neighborhood and prevents costly fines and repair costs. And wisely, your early call to 8-1-1 helps prevent hitting a buried electric or gas line, which can be life threatening.

- 1) At least two business days (M-F) before you dig or excavate, call GSOC at 8-1-1, or call 641-454-0002 (in Twin Cities) or 800-252-1166 (outside Twin Cities), or visit them online at www.gopherstateonecall.org.
- 2) Wait the required two business days before digging to allow all utility companies time to mark their lines.
- 3) Respect and protect the marks (colored stakes, flags or painted lines).
- 4) Dig with care, and avoid digging closer than two feet from any marker.

If you or anyone hits a **gas line**, take action fast. Leave the area, and then call 9-1-1 and Xcel Energy at 800-895-2999. If you damage an **electric line**, report it to us immediately at 800-895-1999.



Plant a tree for Earth Day, April 22!

Our FREE 20-page guide, "Plant a Better Future," can help you select, plant and care for the trees on your property. Visit xcelenergy.com and search for "Right Tree" or call 1-800-895-4999 for your copy.

AN INSIDE LOOK AT THE GREAT OUTDOORS

This spring go bird watching from the comfort of home via our **Bird Cams**. Log on to xcelenergy.com and click on Bird Cam to get into the nest with raptors raising their young. Our power plant sites provide excellent homes for a variety of wildlife, and the Bird Cams allow us to share viewing this wildlife with you. You can also click on the Bird Cam News to read the latest news from the nests. It's a fun, convenient learning tool for teachers, families and all levels of birding enthusiasts.

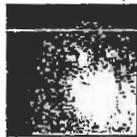
The program evolved from our partnership with the Raptor Resource Project in Minnesota. In 1989, we began installing special nest-boxes at our northern power plants in an effort to save the peregrine falcon. As peregrine populations grew, we installed our first Web-based camera to help raise awareness for conservation efforts. Over the years, we've installed additional cameras at power plants in Minnesota and Colorado, featuring owls, eagles, kestrels and ospreys.



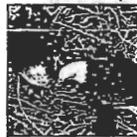
FALCON CAM
Active: Mar. - May



OSPREY CAM
Active: Apr. - June



OWL CAM
Active: Feb. - June



EAGLE CAM
Active: Feb. - May



KESTREL CAM
Active: Mar. - June

Save \$115 on a Home Energy Audit!

Before the hot and humid Minnesota summer arrives, it's time to consider adding comfort and energy efficiency to your home. And Xcel Energy's **Home Energy Audit** program is the first step in discovering the most cost-effective ways to save energy and money.

An audit can help you assess how much energy your home uses and evaluate what steps you can take to improve efficiency. The Home Energy Audit has a value of \$150, but you pay only \$35, and it covers more than 25 areas, including:

- Central air conditioner efficiency
- Furnace safety check, including draft and carbon monoxide testing
- Household appliance efficiency
- Energy bill analysis to pinpoint high usage months

After the audit is complete, you'll receive a written report listing recommendations to improve your home's efficiency, prioritized to show where you'll see the most savings for your investment. But remember, audits alone don't save energy. You need to implement the recommended improvements. To help, we provide rebates that help offset the initial cost of many qualifying energy-efficient products.

To request an audit today, go to www.xcelenergy.com or call us at 1-800-895-4999.

Restrictions apply. South Dakota residents are not eligible. To qualify in North Dakota, residents must be a natural gas customer of Xcel Energy. Electrical-only customers in North Dakota do not qualify.

Celebrate Earth Day. Sign up for Saver's Switch®!

Saver's Switch is a great way to support the environment. You can feel good about conserving energy and save 15 percent on your energy bill June through September, every year you participate.

What is Saver's Switch?

A few extremely hot days every summer make central air conditioners work hard to keep your home cool. Saver's Switch helps us manage this high demand for electricity by cycling your air conditioner off and on for brief intervals.

A licensed electrician will install a small, remote-controlled switch outside, near your air conditioner. On hot days - typically 10 to 15 days during June through September - Xcel Energy may activate Saver's Switch.

When activated, Saver's Switch cycles your air conditioner off and on generally at 15- to 20-minute intervals during the afternoon and early evening. The furnace fan stays on, circulating chilled air throughout your home. Most customers don't notice when Saver's Switch is running.

Why should I sign up?

The combined energy savings of the 443,000 Saver's Switch customers is equal to the energy output of a medium-sized power plant. That's making a difference!

You'll also receive 15 percent off your energy bill from June through September each year you participate. You'll help keep electricity reliable, rates reasonable and our environmental impact low.

ELIGIBILITY REQUIREMENTS: To participate in Saver's Switch, you must live in Minnesota, receive residential electricity service through Xcel Energy and have central air conditioning. Call 1-800-895-4999 or visit xcelenergy.com/SaversSwitch-MN for full program details. The 15% discount is applied up to a maximum of 4,000 kWh/month.

SWITCH ON THE SAVINGS!

Complete the form and send it with your next energy payment or mail to P.O. Box 9327, Minneapolis, MN 55440-9327. You may also sign up online or call 1-800-895-4999.

Name (please print) _____

Xcel Energy Account Number (optional)

Home Address _____

City _____ State _____ ZIP _____

Choose one: Install my Saver's Switch anytime. Please call me for an appointment.

Day Phone _____ Evening Phone _____

Customize your home efficiency efforts

Because every home uses energy differently, your energy analysis should be customized to your home and lifestyle. **InfoSmart from Xcel Energy**™ our easy-to-use series of online tools can help you better understand and reduce your energy costs with specific recommendations customized to your needs. These tools include:

Home Energy Analyzer - Answer a few simple questions and, in seconds, you'll receive an analysis of your home energy usage and how it compares to similar homes in your area.

Energy Calculators - Analyze the cost of your cooling systems, lighting, appliances and more. Find out how much you currently spend on each appliance, and how much an upgrade will save you in the long run.

Energy Efficient Living newsletter - While you use the Home Energy Analyzer, sign up for our e-newsletter, which includes seasonal tips customized to your particular household needs.

ENERGYSmart Library and ENERGYSmart University - Get detailed do-it-yourself information and advice on everything from furnace maintenance to weather-stripping. Or take one of our online interactive courses.

Visit www.xcelenergy.com/infosmart anytime to access our online tools. They're free, fast, easy and customized to you.



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Northair, StatePower Company - Minnesota, an Xcel Energy Company 108-02-411

HOW TO REACH US

Minnesota Gas and Electric Customers

24-Hour Emergency

Electric Emergency
1-800-895-1999

Gas Emergency/Gas Odor
1-800-895-2999

Residential/Home Office

24-Hour Customer Service and Billing
1-800-895-4999

TDD/TTY Support
1-800-895-4949

Business

Customer Service and Billing
1-800-481-4700

Builders Call Line
1-800-628-2121

Other

Call Before You Dig/Gopher State One Call
1-800-252-1166
(in the metro area: 651-454-0002)

Xcel Energy Employees and Departments
1-800-328-8226

Web site

xcelenergy.com



XCEL ENERGY MINNESOTA RESIDENTIAL ELECTRIC PRICES

(EFFECTIVE FEBRUARY 2007)



P.O. Box 8 - HSC
Eau Claire, WI 54702-0008
1-800-895-4999
xcelenergy.com

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Northern States Power Company - Minnesota d/b/a Xcel Energy
CRS 1077-NMR 07-05-212 06/2007



Printed with soy-based ink



Welcome to Xcel Energy

We're your energy partner and want to help you understand more about the electric services we offer and the rates you see on your energy bill. We know energy rates can be complicated so we developed this brochure to simplify rate information and explain your service options. Please call us at **1-800-895-4999** for current rate prices or bill information. For a description of terms on your bill, visit our Web site at xcelenergy.com, select **Residential, Manage My Account and Understanding My Bill**.

As part of our commitments to the environment and to producing cleaner energy, we implemented the Metropolitan Emissions Reduction Project. Through this rider, state-of-the-art pollution control equipment is being installed at the Allen S. King plant in Oak Park Heights. In addition, the High Bridge plant in St. Paul and the Riverside plant in Minneapolis are being converted to natural gas to reduce emissions.

This rate change began January 1, 2006 and will vary over a 30-year construction period and the life of the power plants. As a result, you will see a separate line item called the "Environment Imprvmt Rider" (EIR), which allows us to recover project construction costs and is trued-up and adjusted annually. Also, the Minnesota Public Utilities Commission (MPUC) will review the project each year to ensure that only the actual costs of the project are recovered.

Residential Electric Services and Rates

The electricity you use is measured in kilowatt-hours (kWh), recorded by your electric meter and shown on your bill each month under Meter Reading Information. Your kWh use, kWh charge and other charges relating to your electric service appear on your bill under Electric Charges.

Standard residential service is available to any customer for domestic purposes living in a single private residence, multiplex, townhouse, condominium, etc. Your monthly bill will show:

Basic Service Charge	\$6.00
or	
Electric Space Heating Basic Charge	\$8.00

This charge helps cover those specific costs that do not change with the amount of electricity you use; for example, your meter, maintaining your account, etc.

Energy Charge per kWh:

June through September	\$0.06755
October through May	\$0.05801
October through May with electric space heating	\$0.04607

Underground Service Prices

Where electric service is provided underground, Residential Underground prices apply.

Basic Service Charge	\$8.00
or	
Electric Space Heating Basic Charge	\$10.00

Low-Income Energy Discount

Customers receiving funds from the Low-Income Home Energy Assistance Program are eligible for a 50 percent electric rate discount on the first 300 kilowatt-hours of electricity they use in a 30-day billing period. The discount is available to qualified customers with an Xcel Energy account in their name even if they get most of their heating energy from another utility. The monthly bill will show a Low-Income Credit. For more information, call us at **1-800-895-4999**.

Minimum Charge

Your monthly minimum bill will always include the Basic Service Charge or any applicable customer charge even if energy use for the month is zero.

Optional Services

You may sign up for any of the following optional electric services. Please call us at **1-800-895-4999** for more information and to help determine which service and rate are best for your electric needs. Complete rate schedules and terms and conditions for these and other optional rate services are available by calling us at **1-800-895-4999**.

Fuel Cost Charge

The Fuel Cost Charge recovers the cost of fuel used to produce electricity and energy purchased on the wholesale electricity market. This charge differs slightly by customer class based on class energy use patterns and is updated monthly for current costs.

Resource Adjustment

The Resource Adjustment line item includes the Conservation Improvement Program (CIP), Renewable Development Fund (RDF), Transmission Cost Recovery (TCR) and State Energy Policy (SEP) charges. The MPUC reviews these annually.

City Fees

Xcel Energy collects fees or additional charges as a requirement of our franchise or other agreement with the following communities: Afton, Baker, Brooklyn Center, Coon Rapids, Cottage Grove, Deephaven, Dilworth, Excelsior, Faribault, Goodview, Grant, Hopkins, Little Canada, Mahtomedi, Maplewood, Minneapolis, Minnetonka, Mound, Mounds View, New Brighton, New Hope, Newport, Oakdale, Owatonna, Prior Lake, Richfield, Robbinsdale, Sartell, Sauk Rapids, South St. Paul, St. Cloud, St. Joseph, St. Louis Park, St. Michael, St. Paul, St. Paul Park, Stillwater, West St. Paul, White Bear Lake and Winona.

Sales Tax

The charges for electric service, resource adjustment and city fees are subject to city and state sales taxes, where applicable. If you use electricity as the main source of heating your home, it will not be subject to sales tax during the winter season (November through April) in accordance with the state heating fuels law.

Service Processing, Reconnection and Relock Charges:

- \$7 charge for processing service changes
- \$22.50 reconnection charge to resume service after disconnection
- \$100 relock charge to resume service after unauthorized reconnection

If Xcel Energy also furnishes your gas service and you ask us to establish or reestablish both services at the same time, you pay a single charge.

Late Payment Charge

Past due amounts over \$10 are subject to a 1.5 percent late payment charge or \$1, whichever is greater.

Returned Check Charge

Xcel Energy charges \$15 for any payment by check or draft dishonored or returned by a financial institution.

Other Information

This brochure does not include all prices, rules or regulations. Complete rate schedules and terms and conditions for these and other optional rate services are available by calling us at **1-800-895-4999**.

Customer Programs
Energy Update

OPTIONAL SERVICE	DESCRIPTION	MONTHLY CHARGES AND/OR RATE																		
<p>Time of Day Electric Service On this optional service, the energy price is higher during on-peak times when electricity is more expensive to generate and lower during off-peak times when it is less expensive to generate.</p> <p>Minimum term is 12 months. Optional Trial Service charge for returning to standard service after three months is \$20.</p>	<p>On-peak times: 9 a.m. to 9 p.m. Monday through Friday.</p> <p>Off-peak times: All other hours, plus New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day; and Fridays directly before Saturday holidays and Mondays immediately following Sunday holidays.</p>	<p>Your monthly bill will show:</p> <p>Time of Day Service Option</p> <table border="0"> <tr> <td>Basic Service Charge -or-</td> <td style="text-align: right;">\$8.00</td> </tr> <tr> <td>Electric Space Heating Basic Charge</td> <td style="text-align: right;">\$10.00</td> </tr> <tr> <td>Basic Underground Service Charge -or-</td> <td style="text-align: right;">\$10.00</td> </tr> <tr> <td>Underground Basic Electric Space Heating Charge</td> <td style="text-align: right;">\$12.00</td> </tr> </table> <p>On-Peak Time Energy Charge per kWh:</p> <table border="0"> <tr> <td>June – September</td> <td style="text-align: right;">\$0.150180</td> </tr> <tr> <td>October – May</td> <td style="text-align: right;">\$0.119850</td> </tr> <tr> <td>October - May with electric space heating</td> <td style="text-align: right;">\$0.092590</td> </tr> </table> <p>Off-Peak Time:</p> <table border="0"> <tr> <td>June – September</td> <td style="text-align: right;">\$0.016040</td> </tr> <tr> <td>October – May</td> <td style="text-align: right;">\$0.019560</td> </tr> </table>	Basic Service Charge -or-	\$8.00	Electric Space Heating Basic Charge	\$10.00	Basic Underground Service Charge -or-	\$10.00	Underground Basic Electric Space Heating Charge	\$12.00	June – September	\$0.150180	October – May	\$0.119850	October - May with electric space heating	\$0.092590	June – September	\$0.016040	October – May	\$0.019560
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October – May	\$0.019560																			
<p>Controlled Air Conditioning Saver's Switch® This optional service is available to customers with central air conditioning that is under Xcel Energy's control. Participating customers may also add the controlled electric water heating option.</p> <p>Minimum term is 12 months.</p>	<p>The customer's equipment will normally be cycled on a schedule designed to achieve a 50 percent reduction in the home's air conditioning operation during load management periods. The interruption may occur up to a maximum of 300 hours per calendar year.</p>	<p>Your monthly bill will show a Controlled Air Conditioning Credit during the June through September billing months in addition to all other normal charges. The controlled air conditioning credit is equal to 15 percent of billed energy charges. The Controlled Water Heating Credit is equal to 2 percent of billed energy and fuel cost charges every month.</p>																		
<p>Energy-Controlled Service (Non-Demand Metered) This optional service is available to Xcel Energy customers with permanently connected, separately served, interruptible electric heating loads up to 50 kW that are under Xcel Energy's control.</p> <p>Minimum term is 12 months.</p>	<p>Qualifying electric loads include storage space heating, water heating systems and other loads subject to Xcel Energy's approval that can be served by electricity and an alternate fuel. Xcel Energy customers use the alternate fuel to supply heating needs if electric service is interrupted because the company's system demands increase to the point where less efficient power plants are used or new peak demands are set.</p>	<p>Your monthly bill will show:</p> <table border="0"> <tr> <td>Basic Service Charge</td> <td style="text-align: right;">\$4.80</td> </tr> <tr> <td>Energy Charge per kWh</td> <td style="text-align: right;">\$0.020540</td> </tr> </table> <p>Optional Energy Charge is available to customers with heat pump installations for non-interruptible service during June through September billing months.</p> <table border="0"> <tr> <td>June through September</td> <td style="text-align: right;">\$0.067550</td> </tr> <tr> <td>October through May</td> <td style="text-align: right;">\$0.021810</td> </tr> </table>	Basic Service Charge	\$4.80	Energy Charge per kWh	\$0.020540	June through September	\$0.067550	October through May	\$0.021810										
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Energy Charge per kWh	\$0.020540																			
June through September	\$0.067550																			
October through May	\$0.021810																			
<p>Limited Off Peak Service This optional service is available to Xcel Energy customers for energy use only from 10 p.m. to 6:30 a.m. daily.</p> <p>Minimum term is 12 months.</p>	<p>Permanently connected loads are separately metered. Customer or Xcel Energy must control and energize load only during the limited off-peak period.</p>	<table border="0"> <tr> <td>Basic Service Charge</td> <td style="text-align: right;">\$4.80</td> </tr> <tr> <td>Energy Charge per kWh</td> <td style="text-align: right;">\$0.01334</td> </tr> </table>	Basic Service Charge	\$4.80	Energy Charge per kWh	\$0.01334														
Basic Service Charge	\$4.80																			
Energy Charge per kWh	\$0.01334																			
<p>Automatic Protective Lighting Service</p>	<p>This optional service is available to customers desiring nighttime security lighting.</p>	<p>For each lighting unit your monthly bill will show one of the following charges:</p> <table border="0"> <tr> <td>100 Watt Area Lighting</td> <td style="text-align: right;">\$7.18</td> </tr> <tr> <td>250 Watt Area Lighting</td> <td style="text-align: right;">\$11.81</td> </tr> <tr> <td>250 Watt Directional Lighting</td> <td style="text-align: right;">\$13.17</td> </tr> <tr> <td>400 Watt Directional Lighting</td> <td style="text-align: right;">\$17.14</td> </tr> </table>	100 Watt Area Lighting	\$7.18	250 Watt Area Lighting	\$11.81	250 Watt Directional Lighting	\$13.17	400 Watt Directional Lighting	\$17.14										
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400 Watt Directional Lighting	\$17.14																			



JUNE 2008

Energy UPDATE

We Actually Encourage You to Use *Less* of Our Product



We feel the responsibility to reduce our impact on the environment by generating electricity with lower emissions and by encouraging energy efficiency. That means producing and delivering energy to you as efficiently and as economically as possible and doing it in an environmentally friendly way.

With ongoing advances in technology and electronics and more people and businesses moving into Minnesota, our customers are requiring more energy from us every year.

But does that mean we should just add more capacity to meet the demand? We don't think so.

Building new natural gas- or coal-fired power plants requires considerable resources – not just financial resources but also land, water and other natural resources. Even purchasing power or investing in generation facilities fueled by wind, hydro and biomass can impact resources, too. So we prefer to build only when necessary, for cost and environmental reasons that impact all of us.

We think the responsible answer to addressing the increased power demands of our customers is a combination of more capacity and conservation. On the conservation front, we're doing our best to inform you of options to reduce use while we grow and expand programs that help you save energy and money.

We provide energy efficiency tips at xcelenergy.com/energysavings to help you lower your energy use – and your bill. We also offer money-saving programs, rebates and incentives available in your state. Go to xcelenergy.com/Residential and click on "Programs & Resources" for more information.

This is just a beginning, and the energy challenges for all of us are significant. But so is the opportunity to do something special.

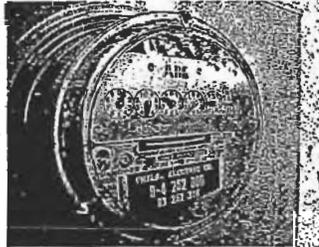
HAVE HOMESMART UPGRADE YOUR APPLIANCES FOR ENERGY EFFICIENCY

Annual maintenance is key to keeping your heating and cooling system running efficiently, but sometimes replacing older, less efficient equipment is necessary and more cost-effective. In the Twin Cities metro area, HomeSmart from Xcel EnergySM sells and installs high-efficient furnaces, central air, heat pumps, and ductless mini-splits.

HomeSmart partners with Bryant Heating and Cooling Systems to offer amazing manufacturer rebates. **Save up to \$1,100* with a qualifying heating and cooling system purchase!** Increase your home comfort and save by upgrading to a high-efficient system, like Hybrid Heat or the Evolution System, that qualify for both manufacturer and utility rebates.

Call HomeSmart at 651-222-6500 to schedule your FREE in-home estimate that includes an evaluation of your heating and cooling needs. Our experts will make upgrade recommendations based on your budget. Financing available to those who qualify. Please mention priority code 700 when you schedule your no-obligation estimate.

*Not all purchases qualify for \$1,100 in rebates. The Minnesota Public Utilities Commission does not set prices and terms for HomeSmart from Xcel EnergySM.



ENERGY SAVINGS: An Open and Shut Case for Conserving Energy

- On cool days and nights, turn off your air conditioner and open your windows.
- Keep your oven door shut when in use. Every time you open the oven door, the oven temperature can drop 25 degrees. Use the oven light or a timer to avoid wasting energy.
- Install window coverings to insulate your home. Close curtains and shades during the day to retain cool air and reduce the burden on your air conditioner.
- Keep the doors inside your home open to improve air circulation and the efficiency of your cooling systems.

Visit xcelenergy.com/energysavings for more tips and ideas.

Go global with Clean Energy Planet



How does a wind farm work? How can power plants be cleaner and more efficient? Visit "Clean Energy Planet," the newest addition to *Energy Classroom*, our online tool for teachers and students grades 3-6. Go to xcelenergy.com/Community/EnergyClassroom to check out the interactive puzzle and "Wait's Up," a game about saving energy, crossword puzzles, and quizzes and facts on energy.



Change to compact fluorescent light (CFL) bulbs. They cost a little more, but you can save about \$25 over the life of just one bulb.

Customer Programs
 Energy Update

**You Can Get Up to \$330
 Cash Back on a New
 Cooling System**

If you're considering installing a new energy-efficient cooling system, now is a great time to buy. As an Xcel Energy electric customer in Minnesota, you can save on the initial cost of installing a new cooling system and experience long-term energy savings. To qualify for a rebate of up to \$330, your new cooling unit must be purchased from and installed by a contractor who is registered with the Xcel Energy AC Rebate program. Our rebate program is designed to generate maximum energy savings for you by focusing on proper installation practices. Visit xcelenergy.com/homerebates to locate a registered contractor.

SUMMER SAFETY

As you plan your summer outside chores and family activities, remember that utility lines are nearby. Please follow these few simple, but life-saving, tips.

Before you prune a tree, jump on a trampoline, or sail a boat, look up to locate power lines. Always keep yourself and any object you're using, including boat masts, at least 10 feet away. And remind your children to observe all warning signs and to never play on or near electrical equipment, such as poles, meters and metal boxes.

In addition to buried electric lines in some neighborhoods, natural gas to your home is generally delivered through underground pipelines. Digging smart keeps you safe. Even simple digging jobs, like planting a shrub, require a call to 8-1-1 first. After you call, the Gopher State One Call arranges, at no cost to you, for utility-owned lines to be located and marked with flags or paint. Wait three business days before digging, then respect and avoid digging near the marks. Pay attention to pipeline markers that warn of buried natural gas, petroleum or other hazardous liquid pipelines. Always call 8-1-1 first before digging near a pipeline marker.



**Choose the convenience
 of paperless billing**

Join more than 380,000 Xcel Energy customers who are choosing paperless billing. It's safe, simple and free. Not to mention, an easy way to take a stand for the environment by reducing waste and keeping unwanted paper out of the landfill.

Pay your energy bill online as quickly and easily as sending an e-mail to a friend with **Online View and Pay** from Xcel Energy. Just log onto our secure site on the Internet and pay when you get an email telling you that your bill is ready. You'll know exactly what you owe and when it's due. Just choose "Pay" to initiate a secure bank withdrawal. It's that simple. You'll also have access to your last 12 bills so you can track your billing history.

**Enrollment is
 fast and easy**

Visit xcelenergy.com/onlineviewandpay to sign up today for **Online View and Pay**. Everything you need is online so you won't create unneeded paper by having to print and mail a paper application. Simply enter your name, address and 10-digit Xcel Energy account number as directed. If you sign up through other sites, a monthly fee may apply.

STAY COOL AND SAVE 15% OFF YOUR ENERGY BILL

Saver's Switch is a great way to support the environment. You can feel good about conserving energy and save 15 percent on your energy bill June through September, every year you participate.

What is Saver's Switch?
 A few extremely hot days every summer make central air conditioners work hard to keep your home cool. Saver's Switch helps us manage this high demand for electricity by cycling your air conditioner off and on for brief intervals.

How does it work?
 A licensed electrician will install a small, remote-controlled switch outside, near your air conditioner. On hot days - typically 10 to 15 days during June through September - Xcel Energy may activate Saver's Switch.

When activated, Saver's Switch cycles your air conditioner off and on generally at 15- to 20-minute intervals during the afternoon and early evening. The furnace fan stays on, circulating chilled air throughout your home. Most customers don't notice when Saver's Switch is running.

Why should I sign up?
 You'll also receive 15 percent off your energy bill from June through September each year you participate. You'll help keep electricity reliable, rates reasonable, and our environmental impact low.

ELIGIBILITY REQUIREMENTS
 To participate in Saver's Switch, you must live in Minnesota, receive residential electricity service through Xcel Energy and have central air conditioning. Call 1-800-895-4999 or visit xcelenergy.com/SaversSwitch-MN for full program details.



SAVER'S SWITCH — SAVE 15%

Name (please print) _____

Xcel Energy Account Number _____

Home Address _____

City _____ State _____ ZIP _____

Day Phone _____ Evening Phone _____

You must have central air conditioning and receive residential electricity service through Xcel Energy to participate. To read full program details, visit xcelenergy.com/SaversSwitch-MN.

Choose one:

Install my Saver's Switch anytime.

Please call me for an appointment.





WELCOME HOME!

*Your Guide to Xcel Energy's
Services and Billing*

Xcel EnergySM

Customer Programs
Mover Kits

WELCOME TO OUR NEIGHBORHOOD

At Xcel Energy, we understand how important energy is to the quality of your life. You expect your electricity to be available at the flip of a switch and have light or to turn on the thermostat and have heat. And you should. That's why we are working to make sure our service not only meets, but exceeds your expectations.

This handbook is a resource guide especially written with your needs in your new home in mind. It provides important safety and billing information, answers to frequently asked questions and contact numbers for future reference.

We look forward to providing your household with reliable, high-quality energy service.

IN THIS BOOKLET, YOU'LL FIND...

Paying your electricity or natural gas bill.....2
If you're having trouble paying your bill3
Electricity and natural gas prices6
Reading your meter6
To start or stop service7
Conserving electricity and natural gas.....8
What to do when the lights go out.....8
Stay away from downed lines9
If you smell gas10
Working safely around power lines and natural gas lines11

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Your Xcel Energy bill.....12
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Collection procedures and reconnect charge.....14
Returned check charge14
Public Utilities Commission rules and regulations15
Commission inquiries21
Important phone numbers21

WELCOME TO YOUR NEW HOME!

Paying Your Electricity or Natural Gas Bill has never been any easier!

You can pay your energy bill in many convenient ways with *PaySmart from Xcel EnergySM*.

- Auto Pay
- Online Bill Payment
- Credit Card Bill Payment
- Pay by Phone Bill Payment
- Pay Stations

With **Auto Pay**, instead of writing out a check and paying postage every month, your monthly energy payments are withdrawn automatically from your bank account on the date they are due.

With **Online Bill Payment** you can securely view and pay your bills automatically or have it set-up to be paid automatically from your bank account.

With **Credit Card Bill Payment** you can pay your energy bill online or by phone with your credit card. No more check writing, postage, late fees or trips to the mailbox. Plus, you can choose when you want to pay. For this convenience, our partner NCO Financial Systems charges an average convenience fee of 3.2% of the payment with a minimum of \$4.00.

With **Pay by Phone Bill Payment**, you can call our customer service number listed below and then follow the easy prompts to securely make a payment directly from your checking or savings account.

With **Pay Stations** you can drop off your payment while shopping or banking. For convenient locations near you call us at 1-800-895-4999. You will be charged \$1.00 for each bill paid through a pay station. Xcel Energy does not benefit from the fee.

And, of course, you can always mail your payment to us if you prefer. Just use the return envelope enclosed with your bill and include the top portion of your bill.

Averaged Monthly Payment smoothes out your energy bills and helps you plan for them. With Averaged Monthly Payment you'll pay approximately the same amount every month so your energy bill is never a surprise. No more worrying about big ups and downs on your energy bill as your energy use fluctuates throughout the year. After one year, we will settle any differences between the energy you used and the energy you paid for. By monitoring your energy use throughout the year, we will keep the settlement amount to less than the payment for one monthly bill. Getting on Averaged Monthly Payment is simple. You can sign up through the inserts we send periodically with your bill, call us, or visit us online at www.xcelenergy.com today.

IF YOU'RE HAVING TROUBLE PAYING YOUR BILL

If paying your energy bill is extremely difficult, call us right away. We want to work with you to make sure you receive every possible assistance.

Energy Assistance – Energy Assistance funds may be available to help pay your heating bill. Qualified customers simply need to fill out an application for the funds. The Minnesota State Energy Assistance office can help in locating local assistance organizations. Call toll free during business hours at **1-800-657-3805**.

HeatShare – This program, administered by the Salvation Army, helps those in need stay warm in winter through cash grants. We support HeatShare with personal donations and annual grants to cover expenses. If you need help, or know someone who does, please call the Salvation Army HeatShare program at **1-800-842-7279**.

Low-Income Rate Discount – Customers receiving grants from the state-administered Low Income Home Energy Assistance Program receive a 50-percent electricity rate discount on the first 300 kilowatt-hours of electricity they use in a 30-day billing period. The discount is available to qualified customers with an Xcel Energy account in their name, even if they get most of their home-heating energy from another energy company.

IF YOU'RE HAVING TROUBLE PAYING YOUR BILL (continued)

Minnesota Cold Weather Rule (PUC Rules 7820.1500 and 7820.1600): - The Minnesota Cold Weather Rule was enacted by the Minnesota Public Utilities Commission to protect residential customers from disconnection of their primary heat source if they are not able to pay their energy bills during the winter months.

The Cold Weather Rule provides varying degrees of protection to customers who qualify under the rule. The Cold Weather Rule is in effect annually from **October 15 to April 15**. Customers may qualify for four levels of protection under the Cold Weather Rule:

Inability to Pay Type 1 (Remain on Plan with missed payments) – You may qualify if:

- Your total household income is below 50% of the state's median income.
- You are fully paid up or reasonably on time with an agreed-upon payment plan as of October 15.
- You agree to a mutually acceptable payment plan.

Inability to Pay Type 2 (Removed from Plan if payments missed) – You may qualify if:

- Your total household income is below 50% of the state's median income.
- You agree to a mutually acceptable payment plan.
- You indicate understanding that you may be removed from the plan if you miss payments.

Ten Percent Plan – You may qualify if:

- Your total household income is below 50% of the state's median income.
- You agree to pay at least the lesser of the following amounts:
 1. 10% of your household's monthly income; or
 2. the full amount of the current month's energy bill.
- You indicate understanding that you may be removed from the plan if you miss payments.

IF YOU'RE HAVING TROUBLE PAYING YOUR BILL (continued)

Reconnection Plan (For customers with disconnected service as of October 15. Monthly payment cannot exceed 10% of 1/12 of household's annual income.)

You may qualify if:

- Your total household income is below 50% of the state's median income.
- You agree to a mutually acceptable payment plan, no matter what your income level is.

Payment Schedule

Available to all residential customers, regardless of income.

Payment installments need not be equal. They may be based on factors such as lump sum payments or additional income expected during payment period.

Third Party Notice – Sometimes customers find it difficult to answer the company's shutoff notices. You can provide us with the name and address of a friend or relative, a church or a community agency. If you receive a disconnect notice, we will notify the third party you've selected. They will be able to receive and give information about your account and can arrange a payment plan. The third party does not become responsible for paying the bill. Anyone can take advantage of this program, but it is most helpful to persons who are ill, senior citizens, persons with disabilities and those who do not speak or read English. Contact us for further information or to designate a third party.

ELECTRICITY AND NATURAL GAS PRICES

With this mailing we are sending you a folder that lists your energy prices. You also can obtain the folder by calling us at **1-800-895-4999**.

The Minnesota Public Utilities Commission (MPUC) regulates investor-owned energy companies and determines the prices we charge our customers. When we ask for a price increase, the MPUC may authorize us to increase prices temporarily during the hearing and consideration process. This helps our income more closely match our expenses during the review process, which will take up to 10 months or longer. These interim prices are subject to refund, with interest, depending on the outcome of the case.

READING YOUR METER

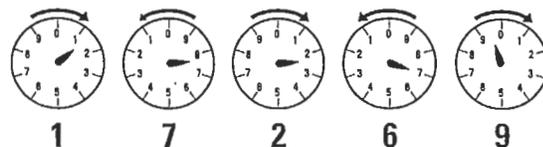
Xcel Energy has upgraded more than one million gas and electricity meters in the Twin cities area so they can be read via radio signal.

If you do not live in the Twin Cities area, or you live in the metro area but have not received an upgraded meter, an Xcel Energy meter reader will continue to visit your home once a month. If meter readers are not able to get to your meter for monthly readings, they will leave a form behind with instructions on how to read your meter yourself. You then can call Xcel Energy with the readings. A timely reading is important. If you call us too late with a reading – or choose not to read your meter – we will estimate your bill.

If you do not live in the metro area, other meter reading options are available:

- You can read your meter yourself. We have a form for you to record your readings and mail to us. Call us at **1-800-895-4999** to request a supply of meter reading cards. Xcel Energy still must read your meter once a year.
- You can provide us with an entrance key so we can read your meter when you aren't home. Call us at **1-800-895-4999** to make arrangements and learn about measures we take to ensure that your key is safe.

By learning to read your meter, you can track how much electricity/gas you're using and estimate your use.



You can easily read electric and natural gas meters. Simply read from left to right on the dials, and record the number that each dial pointer has just passed. If the pointer is between two numbers, record the smaller one. On the dials above, the reading is **17269**. We determine the amount of energy you have used by subtracting the previous reading from the current one.

An electric meter registers your energy use in kilowatt-hours (KWH) and a natural gas meter in hundreds of cubic feet (CCF).

TO START OR STOP SERVICE

You can start or stop service simply by calling us at **1-800-895-4999**. There is only one charge for any combination of electricity or natural gas service that we connect or reconnect at one time.

CONSERVING ELECTRICITY AND NATURAL GAS

You can take several steps to save energy and help reduce your electricity and natural gas bills. They include:

- Caulking and weather-stripping around doors and windows
- Lowering the setting on your thermostat in the winter and raising it in the summer
- Using cold or warm water for clothes washing, and
- Installing energy-efficient lighting.

We have programs to help both residential and business customers cut back on energy use – Product Rebates with Energy Star® Seal of Approval on energy-efficient appliances, a discount for using Saver's Switch® to control your energy use, Energy Loans and Home Energy Audits.

WHAT TO DO WHEN THE LIGHTS GO OUT

If your lights go out, first check with your neighbors to see if they have electricity. If you are the only one without power, the cause might be a blown fuse or circuit breaker, and you might be able to take care of the problem yourself. Keep extra fuses on hand. We will replace fuses and reset circuit breakers, but there is a charge for the service call.

If your entire neighborhood is in the dark, the problem is probably on our lines. Please let us know immediately by calling us at **1-800-895-1999**. We will send a repair crew as soon as possible to find the problem and repair it.

Power outages are not frequent, but they do happen, and you can be ready for them with a supply of candles and matches and a flashlight. A camping light might come in handy.

STAY AWAY FROM DOWNED LINES

Our employees are on duty around the clock, seven days a week to keep your electricity on. Outages usually aren't lengthy. However, major storms can result in thousands of customers losing their service and hundreds of employees working to restore service.

Repair work is often difficult and must be done under adverse field conditions. It also is very complex receiving literally thousands of telephone calls, sorting them, determining probable causes and dispatching crews. After a severe storm, it might take days to restore service.

If it appears we won't be able to restore your service for an extended time, here are some ways you can help:

- Don't open refrigerators or freezers more often than necessary.
- Wrap refrigerators and freezers in heavy blankets to delay thawing.
- Turn off or unplug major appliances to help avoid a sudden surge of power when service is restored.
- If you see a downed electric wire, stay away from it and call us at **1-800-895-1999** to let us know where it is.

IF YOU SMELL GAS

If you smell an odor like rotten eggs, it could mean a natural gas leak, check it's source. Chances are a pilot light is out or a burner on the stove is not turned off completely. But be careful! Put out cigarettes, pipes, candles or anything with a flame.

If you cannot locate the source of the odor, or if the smell is strong and seems to be everywhere, get everyone out of the house immediately! Do not touch light switches or make a phone call because an electrical spark could cause an explosion. Go to a neighbor's home and call us at **1-800-895-2999**.

Carbon monoxide is a poisonous gas that has no odor or color. It is the product of incomplete combustion. Its ill effects are often mistaken for fatigue or flu-like symptoms. Also be wary of persistent headaches, nausea, ringing in the ears, dizziness or drowsiness, especially where windows and doors are sealed shut for the winter.

If you experience any of these symptoms and suspect a carbon monoxide problem, call us – **or 911** – immediately. Let the experts check for its presence.

You might want to purchase a carbon monoxide detector. If you do, keep in mind the following:

- Choose a detector that is UL approved.
- Choose a model with a test and reset button.
- If you buy only one detector, mount it near your sleeping area.
- Buy a detector that plugs into an electrical outlet or is direct-wired into your house. You won't have to change batteries or worry about them running down.

Two important requirements for efficient and safe gas appliance operation are:

1. An adequate supply of oxygen mixed with natural gas to assure complete combustion. When the mixture is correct, the flame will be mostly blue. If it's orange or yellow, have the furnace professionally checked.
2. Proper and effective venting of the furnace, water heater or other appliance. When properly installed and maintained, natural gas furnaces, water heaters and other appliances do not contribute to the presence of carbon monoxide in your home. Arrange for a qualified contractor to check your furnace for operating efficiency once every year.

WORKING SAFELY AROUND POWER LINES AND NATURAL GAS LINES

Don't take power lines for granted. Be very careful when you work near them. Never allow a ladder, antenna, aluminum siding, rain gutters or other object to touch electric wires. Don't try to remove dead branches or pull tree limbs away from power lines. Be safe: **Call Xcel Energy at 1-800-895-1999**.

Before you dig, call Gopher State One Call to find out exactly where underground utility lines are located. Striking or severing lines with a shovel or tool is dangerous. It could injure or kill you. You also could interrupt service to your home. Damages caused by customers who do not call before digging are paid for by that customer.

In the Twin Cities area call Gopher State One Call at **651-454-0002**, in outstate Minnesota call **1-800-252-1166** – to ask for help in locating electric, natural gas or other utility lines underground.

Customer Programs
 Mover Kits

YOUR XCEL ENERGY BILL

Once a month, we send you a bill for the electricity and/or natural gas you used during the billing period, generally every 30 days. You can expect to receive your bill about the same time each month. If the billing period is longer or shorter than normal, we calculate your bill on a daily basis. Please have your account number ready if you call about your account or service. Each bill contains the following information:

1. Your personal 10-digit account number
2. Date bill is due
3. Amount due
4. Our telephone number and mailing address if you have questions about your bill
5. Kind of service
6. Amount of previous month's balance
7. Amount paid on previous month's balance
8. Balance as of current billing date

9. The cost of electricity and/or natural gas you used this month
10. Amount of other authorized charges, such as home insulation loan payment
11. The current bill plus any balance remaining from previous bills
12. Location of special messages
13. Comparison of energy use and weather
14. Your meter number
15. Present and previous meter reading dates, number of days between the two dates, and present and previous readings. Difference between the meter readings is the amount of natural gas or electricity you used during the billing period.
16. The reason we were unable to obtain a meter reading and had to estimate the current reading
17. When we must estimate bills, we base them on past use
18. Fixed monthly fee to help pay the cost of bringing service to you
19. Amount of electricity you used
20. The price we charge per kilowatt-hour (KWH) and per term
21. Low-Income Credit
22. Adjustment reflecting changes due to fluctuating cost of fuel for electric generation and Conservation Improvement Program expenses
23. State and city fees (where applicable)
24. Amount of current electricity bill
25. Monthly natural gas use, measured in hundred cubic feet (CCF)
26. Natural gas (in CCF) is adjusted for pressure and/or heat content
27. Adjustments in wholesale natural gas prices and Conservation Improvement Program expenses
28. Amount of current gas bill
29. The approximate date we plan to read your meter
30. Explanation of our late payment charge
31. The date we prepared your bill.

1 Your Account Number: 0000-000-000

2 Date Due: 00-00-00

3 Please Pay: \$00.00 Thank You!

4 Dispatch And Retain This Portion For Your Records

5 Questions: Call 24 Hours 7 Days A Week or write us at Local Area

6 Billing Summary

Residential Previous Balance 0000	\$00.00
Payments Received As Of 0000	\$00.00
Balance As Of 0000	\$00.00
Current Energy Charges 0000	\$00.00
Current Other Charges*	\$00.00
Total	\$00.00

7 Residential Previous Balance 0000

8 Payments Received As Of 0000

9 Balance As Of 0000

10 Current Energy Charges 0000

11 Current Other Charges*

12 MESSAGE AREA

13 Averages for Billing Period

Average Temperature	This Year	Last Year
Electricity per Day	0.0	0.0
Cost per Day	0.0	0.0
Gasoline per Day	0.0	0.0
Cost per Day	\$0.00	\$0.00

14 Meter Reading Information

15 Meter Reading Information

16 Reason for Estimate

17 Meter Reading Information

18 Residential Service

19 Residential Service

20 Residential Service

21 Residential Service

22 Residential Service

23 Residential Service

24 Residential Service

25 Residential Service

26 Residential Service

27 Residential Service

28 Residential Service

29 Residential Service

30 Residential Service

31 Residential Service

Customer Programs
Mover Kits

CITY FEES

In some cities we are required to collect a fee on behalf of the city. The fee is applied and shown separately on your monthly bill. We pay it directly to the city and make no profit from it.

COLLECTION PROCEDURES AND RECONNECT CHARGE

The current portion of your energy bill is due no later than the payment date shown on the bill. If the amount due is not paid by the next billing date, your next bill could contain a Late Payment Charge and an Important Notice. The Important Notice would advise you that your account is past due and that we may shut off energy service unless the total amount of the bill is paid by the due date shown on the bill. If you have received an Important Notice and don't make a payment or arrangements for payment by the due date, we will send a Final Notice. This Final Notice is the last notification we will send before disconnecting service for nonpayment. If it becomes necessary to disconnect your service for nonpayment, there is a reconnection charge.

RETURNED CHECK CHARGE

We will charge for any payment by check or draft not honored by a financial institution.

PUBLIC UTILITIES COMMISSION RULES AND REGULATIONS

The following rules might affect you:

Late Payment Charge (PUC Rule 7820.5500):

Xcel Energy assesses a late payment charge on unpaid amounts three working days after the date due. Any unpaid balance of \$10 or more is subject to a 1.5 percent monthly, (18 percent annually) late payment charge or \$1, whichever is greater.

Deposit and Guarantee Requirements (PUC Rule 7820.4600):

Xcel Energy might request a deposit from:

1. A former customer, again requesting service, who left an unpaid utility bill from a previous account that is not in dispute.
2. A former customer whose service we disconnected for a permissible reason that is not in dispute. (See Reasons for Disconnection of Service, page 17.)
3. A former customer whose credit history shows that payment cannot be assured.
4. A present customer whose utility service is disconnected or who is liable for disconnection because of nonpayment of a bill that is not in dispute.
5. A present customer whose utility service is disconnected or who is liable for disconnection for any permissible reason that is not in dispute. (See Reasons for Disconnection of Service, page 17.)

PUBLIC UTILITIES COMMISSION RULES AND REGULATIONS (continued)

Deposits (PUC Rule 7820.4500):

If Xcel Energy requires a customer to make a deposit, deposits cannot exceed an actual or estimated two-month average bill. Deposits are in addition to payments of an outstanding bill. Deposits in excess of \$20 or more earn 6 percent interest compounded annually, payable from the date of deposit to the date of refund or disconnection. We will give the customer a receipt for the deposit.

This deposit shall be refunded after 12 consecutive months of prompt payment of all Xcel Energy utility bills. The deposit may be refunded or credited to the customer's bill at Xcel Energy's option. Deposits, plus interest, may be applied to a delinquent account at Xcel Energy's discretion with notice to the customer. Rather than a deposit, a written guarantee of payment from another source may be accepted.

When the account is closed, Xcel Energy will apply the deposit, plus interest, as a credit toward the final bill. We will return any balance to the customer within 45 days of the closing date.

When Xcel Energy requires a deposit or guarantee from a customer, it will explain the reasons in writing to the customer.

Notice of Disconnection (PUC Rule 7820.2400): including Final Notice, will precede disconnection of service by at least 5 days, excluding Sundays and holidays. The notice will contain the date on or after which disconnection will occur, the reason for disconnection and ways to avoid it. Xcel Energy sends disconnection notices by first class mail or personal delivery by our representative.

Reasons for Disconnection of Service With Notice (PUC Rule 7820.1000):

Xcel Energy is reluctant to disconnect or refuse service, but there are circumstances and situations that will result in disconnection or refusal of service such as:

1. Failure to pay a bill (when delinquent amount exceeds deposit).
2. Failure to pay a deposit or provide a guarantee instead of a deposit.
3. Failure to make proper application of service.
4. Violation of Xcel Energy rules on file with the MPUC. (Rules are available for public review.)
5. Failure to allow Xcel Energy access to our equipment located on the customers premises for inspection, meter reading, maintenance or replacement of equipment.
6. Breach of service contract.
7. Failure to furnish utility requested equipment and/or rights-of-way necessary to obtain service.
8. When the MPUC determines that there is wasting of service through improper equipment.
9. When necessary for the utility to comply with any order or request of any government authority having jurisdiction.

Reasons for Disconnection Without Notice (PUC Rule 7820.1100):

1. Unauthorized use of or tampering with Xcel Energy's equipment.
2. In the event of a condition hazardous to the customer, to other Xcel Energy customers, to Xcel Energy equipment and to the public.

PUBLIC UTILITIES COMMISSION RULES AND REGULATIONS (continued)

Disputed Bills (PUC Rule 7820.2700):

A dispute concerning your bill or service might occur. If it does, you should immediately call the Xcel Energy Customer Business Office. In most cases, we can resolve the dispute at that time.

Whenever the customer advises the utility's designated service representative before the service disconnection that any part of the billing as rendered or any part of the service is in dispute, the utility shall:

- (a) Investigate the dispute promptly
- (b) Advise customer of investigation and its result
- (c) Attempt to resolve dispute
- (d) Withhold disconnection of service until the investigation is completed and the customer is informed of the findings in writing
- (e) Upon our findings, the customer must submit payment in full of any bill that is due
- (f) If the dispute is not resolved to the satisfaction of the customer, he or she must submit the entire payment and may designate the disputed portion to be placed in escrow to us. Such payment shall be called an "escrow payment."

Escrow Payments (PUC Rule 7820.2800):

- (a) To submit a payment in escrow, the customer must make payment of the amount due as shown on the bill through an "escrow payment form" clearly marked and provided by the utility.
- (b) The "escrow payment form" must provide space for the customer to explain why the utility's resolution of the dispute is unsatisfactory to the customer. The form must be in three copies, one of which will be retained by the customer.
- (c) A copy of the "escrow payment form" must be forwarded by the customer to the Public Utilities Commission.
- (d) Any escrow payment to the utility may be applied by the utility as any normal payment received by the utility.
- (e) After escrow payment has been made, the customer and the utility may still resolve the dispute to their mutual satisfaction.
- (f) By submitting the "escrow payment form" to the Commission, the customer shall be deemed to have filed an informal complaint against the utility, pursuant to the Commission's Rules of Practice (PUC Rules 7829.0100 through 7829.3100).
- (g) Upon settlement of the dispute, any sum found to be entitled to be refunded to the customer shall be supplemented by an 8 percent per annum interest charge from the date of payment to the date of return by the utility.

Utility Waiver (PUC Rule 7820.2900):

The customer may apply to the utility to waive its right to disconnect. If the utility refuses to waive its right to disconnect, the customer may apply to the Commission for emergency status.

If the Commission determines the customer has a probable claim in the dispute and that hardship may result in the event of disconnection of service, it may declare an emergency status to exist and order the utility to continue service for a period not to exceed 30 days.

PUBLIC UTILITIES COMMISSION RULES AND REGULATIONS (continued)

No Obligation to Suspend Discontinuance of Services unless Current Bills Are Paid (PUC Rule 7820.3000):

Notwithstanding anything herein to the contrary, the utility shall not be obligated to suspend discontinuance of service upon the filing for review with the Commission, unless the customer shall pay, when due, all current bills rendered during the pendency. If, following the first filing for review with the Commission, the same customer or any other person files for any subsequent review by the Commission pertaining to the same account, such subsequent filings shall not relieve the customer from the obligations to pay for service rendered after the first filing. If subsequent requests for review are filed during the pendency of the first review, all designated payments of portions thereof made after the first filing shall be considered to be made into escrow.

Complaint Procedures (PUC Rule 7820.0300):

If any complaint cannot be promptly resolved, the utility shall contact the customer within five business days and once every 14 calendar days thereafter, and advise the customer regarding the status of its investigation until:

- (a) The complaint is mutually resolved; or
- (b) The utility advises the customer of the results of its investigation and final disposition of the matter; or
- (c) The customer files a written complaint with the Public Utilities Commission or the courts.

Customer Definition (PUC Rule 7820.0700):

Customer means any person, firm, association or corporation, or any agency of the federal, state, or local government being supplied with utility service, subject to the jurisdiction of this Commission. Xcel Energy uses this definition as the basis for its billing, and may hold any adult living at an address responsible for the total billing, even if that person's name is not on the bill.

COMMISSION INQUIRIES

The Minnesota Public Utilities Commission regulates Xcel Energy and is available for mediation upon written request.

Minnesota Public Utilities Commission
Consumer Affairs Office
121 Seventh Place E.
Suite 350
St. Paul, MN 55101
Internet: www.puc.state.mn.us

IMPORTANT PHONE NUMBERS

The person whose name is printed on the envelope containing this information will be billed for Xcel Energy service. If this name is incorrect, please call us.

24-hour Customer Service	1-800-895-4999
Electric Emergency/Outage	1-800-895-1999
Gas Emergency/Gas Odor	1-800-895-2999
TTY/TDD (Hearing Impaired Service)	1-800-895-4949
Internet	www.xcelenergy.com



24-Hour Electric Emergency

(800) 895-1999

24-Hour Gas Emergency

(800) 895-2999

Residential Customer Service

(800) 895-4999

Business Customer Service

(800) 481-4700





414 Nicollet Mall
Minneapolis, MN 55401
1-800-895-4999
www.xcelenergy.com

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Northern States Power Company d/b/a Xcel Energy
02-08-562 R08/03 CSS#1472 MN WEL1

**Request for Third Party
Notification of Proposed Shutoff**

Customer Name _____

Address _____

Phone _____

City _____

State _____ Zip _____

Account Number from Bill

Xcel Energy has my permission to share information with the person named below.

Customer Signature _____

Date _____

Name of Third Party to be Notified

Name _____

Address _____

Phone _____

City _____

State _____ Zip _____

Third Party Signature _____

Date _____

(This request will not be accepted without third party's signature.)

We will make every effort to send a copy of the Shutoff Notice to this party. The customer making the request understands that we are not liable should the third party fail to receive or act upon the notice.

For your convenience, complete this form and return it with your energy bill.

Or send it to: **Xcel Energy**
P.O. Box 8
Eau Claire, WI 54702



P O Box 8
Eau Claire WI 54702
1-800-895-4999
xcelenergy.com

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Northern States Power Company-Minnesota d/b/a Xcel Energy
07-07-007 CRS 619-NMR 1.2MM A796



**SPECIAL HELP FOR
PAYING ENERGY BILLS
INCLUDING YOUR RIGHTS UNDER
THE MINNESOTA COLD WEATHER RULE**

Minnesota Cold Weather Rule

Some customers find it hard to pay their energy bills in the winter. The Minnesota Public Utilities Commission established the Cold Weather Rule to protect residential customers from having their utilities shut off if they cannot pay their bills in full. This protection lasts from October 15 through April 15.

You may qualify for this protection if you meet the following conditions:

1. The shutoff would affect your main heating source, and
2. You:
 - Qualify for Inability to Pay, or
 - Qualify for the 10% Plan, or
 - Both you and the energy company agree on a payment schedule or budget plan.

If your service has already been shut off as of October 15, the Cold Weather Rule offers a Reconnection Plan that may let you have your service turned on again.

For more information, call us at the number listed on your bill.

To apply for Inability to Pay or the 10% Plan:

1. Fill out the form now and send it to us in the enclosed envelope.
2. Call us within seven working days to set up a payment plan.

We may appeal your request to the Public Utilities Commission if there is reason to believe you don't qualify. The Commission will then contact you by letter to require proof of your claim to qualify for Inability to Pay or the 10% Plan. The Commission has 30 days to make a decision after receipt of the utility's written appeal.

We can provide you with forms to apply for any of these Cold Weather Plans.

Cold Weather Rule Options

If you have received a Shutoff Notice, there are three plans for which you might qualify: Inability To Pay, the 10% Plan or a payment schedule.

Inability to Pay

To qualify for Inability To Pay, you must be a residential customer who:

1. Was fully paid up or reasonably on time with a payment plan as of October 15, or enters into a payment plan, and
2. Meets federal government income guidelines, and
3. Cannot pay the full energy bill, but is willing to make a payment plan.

If we accept your Inability To Pay application, we cannot shut off your energy service between October 15 and April 15.

10% Plan

To qualify for the 10% Plan, you must be a residential customer who:

1. Was not fully paid up or reasonably on time with a payment plan as of October 15, and
2. Meets federal government income guidelines, and
3. Agrees to pay the lesser of:
 - 10 percent of monthly household income, or
 - the full amount of the current bill, not including arrears.

If we accept your 10% Plan application and you make your required monthly payment, we cannot disconnect your service between October 15 and April 15.

If you receive service from more than one energy company, payments will be divided among the energy companies. The company providing the major portion of your total energy costs will receive 70 percent of the payment received. All other energy companies will receive equal portions of the remaining 30 percent.

Reconnection Plan

If we have shut off your service on or before October 15, you might qualify for the Reconnection Plan. To qualify, you must be a residential customer who:

1. Was not fully paid up or reasonably on time with a payment plan as of October 15, and
2. Meets federal government income guidelines, and
3. Agrees to pay the total amount owed, plus the current energy bills, in monthly payments. Each payment must be a maximum of 10 percent of your monthly income.

If we accept your Reconnection Plan application, we will restore your service. If you continue to pay, we cannot shut off your service between October 15 and April 15.

If we cannot agree on a Reconnection Plan, you must appeal to the Public Utilities Commission within seven working days following our notice to you of your right to appeal our decision.

The Commission will review your appeal. During this time, we will restore your service. When a Reconnection Plan has been approved, we will not shut off your service as long as you are reasonably on time with your payments.

Payment Schedule/Averaged Monthly Payment

You have the right to a payment schedule during the cold weather months. This payment schedule must be agreeable to you and to us. It will cover what you owe plus the amount you will be billed during the period of the payment schedule. You may qualify for Averaged Monthly Payment, which allows you to pay your bill about the same amount every month to help you budget. We also can refer you to agencies that help pay energy bills.

If we agree on a payment schedule, and you continue to make your payments, we will not shut off your service.

If we cannot agree on a schedule you must appeal to the Public Utilities Commission within seven working days following our notice to you of your right to appeal our decision.

The Commission will review your appeal. During this time, we will not shut off your service. When a payment schedule has been approved, we will not shut off your service as long as you are reasonably on time with your payments.

If you find you are not able to make the payments as agreed, call us immediately and request a change. If we can't agree on a new payment schedule, you again have the right to the appeal process.

Third Party Notice

The Third Party Notice applies to all customers. Experience has shown, however, that this program most benefits people with disabilities, senior citizens, people who live alone and customers who do not read English.

The purpose of this program is to notify a third party and the customer that a Shutoff Notice has been sent. A third party could be a friend, relative, church or community agency. The third party receives copies of all shutoff notices we mail to the customer, but is NOT required to pay the bills. By volunteering, the third party is able to receive and give information about personal circumstances and make a payment plan with us for the customer. This helps avoid the hardship that would result from shutting off energy.

If you want to name a third party, please fill out the Third Party Notice form in this booklet and return it to us as soon as possible. If you know someone who could use third party help, please give them this form.

Medically Necessary Equipment

If you or a member of your household requires medically necessary equipment, please contact our Personal Accounts Department at 1-800-331-5262 and a form can be sent to you. This information will assist Xcel Energy should a power outage occur in your area.

Questions?

Call 1-800-895-4999 or for TDD 1-800-895-4949.

www.xcelenergy.com



Information from Xcel Energy



**Get Energy Smart
With Our FREE Online Tools**

www.xcelenergy.com/infosmart/



THE MORE YOU KNOW, THE LESS YOU'LL SPEND

Take control of your energy usage this winter with **InfoSmart from Xcel EnergySM**. This series of easy-to-use online tools can help you better understand and manage your energy costs.

FIND SPECIFIC WAYS TO SAVE

With the **Home Energy Analyzer**, just answer a few simple questions, and in seconds, you'll receive a complete analysis of your household energy usage and how it compares to similar homes in your area. You'll also receive a list of **Ways to Save** on a range of topics, including weatherization, heating, cooling, hot water, kitchen and lighting.

TAP INTO OUR RESOURCES

Visit the **ENERGYsmart Library** to get detailed do-it-yourself information and advice on everything from furnace maintenance to weather-stripping. Or, if you want to know more about the history and science of energy, check out the **ENERGYsmart University** to take one of our online interactive courses.

CALCULATE YOUR COSTS

Analyze the cost of your heating system, water heater, household lighting, washer/dryer, refrigerator and more with our **Energy Calculators**. Not only will you find out how much you currently spend on each appliance, but also what it would cost to upgrade to more efficient equipment and how much you'll save in the long run.

Visit www.xcelenergy.com/infosmart/ today!



1-800-815-4399
xcelenergy.com



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Xcel Energy company.

1374 1042K 0000133

Xcel Energy Auto Pay Application

STEP 1: Fill in your business name, Xcel Energy account number and address information below.

Business name _____

Xcel Energy account number for address listed above:

-

Mailing Address _____

City _____

State _____ ZIP _____

Financial Institution _____

Account # _____

Routing (ABA) Number* _____

Financial Institution Address _____

City _____

State _____ ZIP _____

STEP 2: Customer authorizes Xcel Energy to initiate transfers from Customer's account listed above for payment of amounts owing on Customer's Xcel Energy account listed above. This authorization is to remain in full force and effect until Xcel Energy has received written notification from Customer of its termination in such time and in such manner as to afford Xcel Energy and the financial institution identified above a reasonable opportunity to act on it. Xcel Energy reserves the right to cancel Customer's use of this plan and will notify Customer in writing of any such cancellation.

Authorized Signature on Account _____

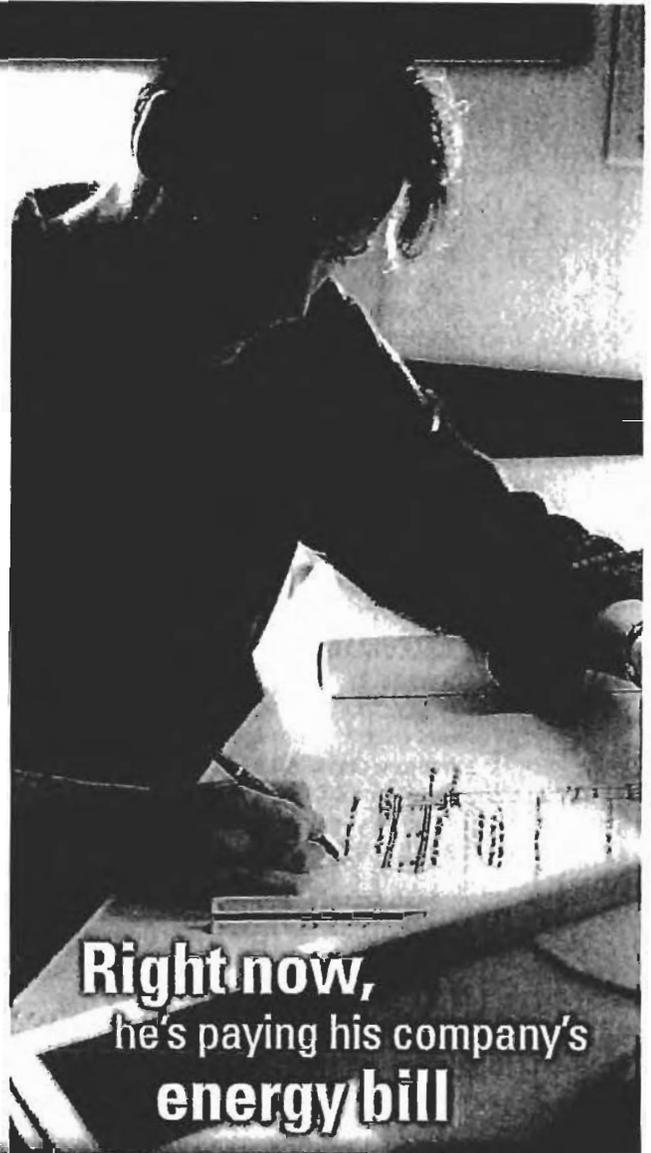
Name (please print) _____

Title _____ Today's Date _____

STEP 3: Return this form and a **voided check** with your next payment, via fax to 612-573-9112 or mail immediately to:

Xcel Energy
AUTO PAY for Business
P.O. Box 2747
Fargo, ND 58108-2747

Please retain a copy of this application for your records. Please allow four weeks for your account to be set up on Auto Pay. Please continue to make monthly payments until you see an Auto Pay or Electronic Funds Transfer confirmation on your Xcel Energy statement.



Right now,
he's paying his company's
energy bill



P.O. Box 1840 - BSC
Denver, CO 80202
1-800-481-4700
xcelenergy.com

xcelenergy.com
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xcelenergy.com/billwise

**WHAT'S REQUIRED TO IMPLEMENT
ELECTRONIC BILLING AND PAYMENTS?**

Together, EDI-810 billing and EDI-820 payments provide your organization with a solution that can speed the monthly transaction between us while giving you the opportunity to save on material and labor costs.

Here's a brief list of what you need to have on hand to implement both:

- EDI-810 software (standardized and cost-effective)
- A Data Universal Numbering System (D-U-N-S[®]) number for identifying your company in an electronic transaction
- A Value Added Network (VAN) mailbox that can be used to receive your EDI-810 bills
- EDI-820 software, purchased or provided by your payment processor
- Correctly formatted ACH remittance details
- Assurance from your payment processor that it can handle EDI-820 transactions



Questions?

- Visit xcelenergy.com/billwise.
- Contact your Xcel Energy account representative.
- Call us directly at 1-800-481-4700, Monday – Friday, 7 a.m. to 6 p.m.



P.O. Box 840 - BSC
Denver, CO 80201
1-800-481-4700
xcelenergy.com

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07-07-023 09/07 193K B478

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**STREAMLINE YOUR
ENERGY BILL PROCESSING**



Add Auto Pay to Your Company's Xcel Energy Account

It's critical in business to save time and money. If you'd like to do both when paying your organization's monthly energy bill, sign up for Auto Pay by *BillWise from Xcel Energy*SM.

How It Saves Time and Money

With Auto Pay, your monthly energy payment is securely withdrawn from your bank account on the day it's due. So you write and mail one less check every month or 12 fewer checks every year, saving you time.

Auto Pay is a free service you add to your account so you save on the expense associated with mailing a check back to us each month.

Pay On Time and Pay On Multiple Accounts, Too

Since the withdrawal happens on the bill due date, you get the peace of mind of knowing your energy bill is paid on time every month.

If you have multiple accounts with us, you can pay them all by setting up Auto Pay on one bank account. You'll then have simpler control over energy payments and a single point of reference for tracking them.

You'll also receive two records of each transaction (your bank and Xcel Energy statements) that can aid you in documenting energy expenses.

To Sign Up

To sign up, complete the form on the back of this brochure and return it to us as indicated. Or visit xcelenergy.com/billwise-autopay and

select **Direct Payment** to enroll online. You will be linked with our sponsored, secure online application option and will receive a confirmation e-mail.

Other Ways to Pay

With **Pay By Phone**, you quickly and securely transfer your payment directly to us from your bank account, 24 hours a day. Just have the routing transit number and the account number from a check ready when you call 1-800-481-4700.

Or make a quick stop at one of our many **Pay Station** locations and pay your energy bill immediately for just a \$1 service fee* per transaction. To find the Pay Station location nearest you or to learn more, just go to xcelenergy.com/billwise and click on **Pay Stations**.

To enable electronic billing and payments, sign up for both **Electronic Data Interchange (EDI-810)** and **Electronic Funds Transfer (EDI-820)**. Then, after receiving your monthly billing data via EDI-810, you can use EDI-820 to pay your energy bill through an Automated Clearing House (ACH) Network transfer from your company's bank account to us. Check with your payment processor (typically, your bank) to see if they provide additional tools to further support transaction security and validation. For more information on both services, visit xcelenergy.com/billwise and click on **Electronic Data Interchange and Electronic Funds Transfer**.

*This fee is collected and retained by a third party vendor. Xcel Energy does not receive any part of the fee charged for payments made at a Pay Station.



Visit us online at xcelenergy.com/billwise or contact our Business Solutions Center at 1-800-481-4700 (Monday - Friday, 7 a.m. to 6 p.m.).

SWITCH TO ELECTRONIC DATA INTERCHANGE-810 (EDI-810)

With Electronic Data Interchange (EDI-810) by *BillWise* from *Xcel EnergySM*, you get your Xcel Energy bill in a standard electronic format utilities use for billing their customers.

RECEIVE YOUR ENERGY BILLS ELECTRONICALLY WITH EDI-810 AND MAKE YOUR MONTHLY REVIEW/PROCESSING EVEN EASIER

- By eliminating paper, your company helps preserve precious natural resources and filing space.
- You receive your monthly bill electronically the day after your account is billed, giving you maximum time to review and pay it.
- Because the billing data is electronic, you can now move the information to your data environment for analysis, sharing, storage and retrieval.
- There are no more time and labor costs involved with having a paper bill re-keyed into your system.

HERE'S HOW YOU SET UP EDI-810 BILLING

- Go to xcelenergy.com/billwise, click on "Electronic Data Interchange" and download the EDI Trading Partner Agreement (contract) and the EDI-810 Requirements technical document. These documents are also available from your Xcel Energy account representative or our Business Solutions Center (BSC).
- Select the EDI Trading Partner Agreement that is specific to the Xcel Energy operating company for your account:
 - Northern States Power Company - Minnesota (MN, ND and SD),
 - Northern States Power Company - Wisconsin (WI, MI),
 - Public Service Company of Colorado (CO) or
 - Southwestern Public Service Company (TX and NM).
- Once you've reviewed the general process with your account representative or the BSC, complete, sign and return the EDI Trading Partner Agreement and review the EDI-810 Requirements technical document to get started.
- Then send us the list of service addresses and account numbers you want set up on EDI-810 billing.

We then work with you to successfully test the billing connection before we stop sending you paper bills.

TO MAXIMIZE YOUR CONVENIENCE, USE ELECTRONIC FUNDS TRANSFER (EDI-820) TO PAY YOUR EDI-810 BILLS.

- With EDI-820, you pay your EDI-810 bills by enabling an Automated Clearing House (ACH) Network transfer from your company's bank account to our EDI bank accounts.
- You also set the date you want the payment to be made.

Transaction security may be enhanced with additional tools provided by your payment processor (typically, your bank). Please check with them directly for this information.

You can find the Electronic Funds Transfer Customer Information Form by going online to xcelenergy.com/billwise and selecting "Electronic Funds Transfer" at left then "Print out an Electronic Funds Transfer Customer Information Form."

Then return the completed EDI Trading Partner Agreement and the Electronic Funds Transfer Customer Information Form as indicated. We'll follow up by sending you our banking information and arranging for any desired test of the transmission process.

As with EDI-810 billing, your implementation of EDI-820 payments can save on paper, the associated handling costs and filing space.



Visit us online at xcelenergy.com/billwise or
contact our **Business Solutions Center** at

1-800-481-4700

(Monday – Friday, 7 a.m. to 6 p.m.)

Ready to get started? We can help.

We'll work with you when you're ready to set up electronic billing and payments for your company. Simply call **1-800-481-4700** if you'd like assistance. Here's a brief list of what you need to have on hand to implement both EDI-810 billing and EDI-820 payments:

- EDI software (standardized and cost-effective)
- A Data Universal Numbering System (D-U-N-S®) for identifying your company in an electronic transaction
- A Value Added Network (VAN) mailbox that can be used to receive your EDI-810 bills
- EDI-820 software, purchased or provided by your payment processor
- Correctly formatted ACH remittance details
- Assurance from your payment processor that it can handle EDI-820 transactions



BEING GREEN

HAS NEVER BEEN SO EASY

When you choose electronic bill processing, you'll be amazed at how much paper you'll save that would otherwise end up in a file cabinet or a local landfill.



P.O. Box 840
Denver, CO 80201
1-800-481-4700
xcelenergy.com

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STREAMLINE

YOUR ENERGY BILL PROCESSING

**SIGN UP TODAY FOR OUR
ELECTRONIC BILLING AND PAYMENT PROGRAMS**

Our Electronic Data Interchange billing (EDI-810) and Electronic Funds Transfer (EDI-820) payment programs by *BillWise from Xcel EnergySM*, offer your business a solution that can speed the monthly transaction between us while giving you the opportunity to save on material and labor costs. Here's how:

**Receive your energy bills electronically
with Electronic Data Interchange (EDI-810)**

When you sign-up for EDI-810, you receive your energy bill the day after your billing cycle is complete, giving you maximum time to review and pay. Because the billing data is electronic, you can immediately move the information to your data environment for analysis, sharing, storage and retrieval. And, you'll save time and labor costs with no more data entry, paper storage, paper tracking and mail handling.

YES! I'd like to learn more about EDI-810

Simply go to xcelenergy.com/billwise and click on "Electronic Data Interchange." Once there, you can download the *EDI Trading Partner Agreement* and the *EDI-810 Requirements* technical document for a detailed explanation of the program. Once you've signed up, we'll work with you to successfully test your EDI billing connection before we stop sending you paper bills.

**Simplify your billing process even
more with Electronic Funds Transfer (EDI-820)**

Electronic Funds Transfer (EFT) works seamlessly with our Electronic Data Interchange program by enabling an Automated Clearing House (ACH) Network transfer from your company's bank account to our EDI bank accounts. EFT gives you complete control over the timing and amount of payments, improving your cash management efforts and maximizing the use of your funds. With EFT, you'll reduce reconciliation costs and improve security by eliminating mailing and handling of checks.

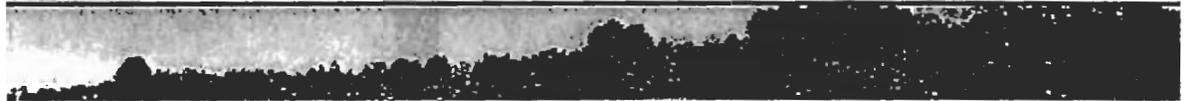
YES! I'm interested in EDI-820

Visit xcelenergy.com/billwise and select "Electronic Funds Transfer." You can download an *EFT Customer Information Form* and return to us as indicated. We'll follow-up by sending you our banking information and arranging for testing of the transmission process.



If you'd like to learn more,
please contact your Xcel Energy
account manager or call our Business
Solutions Center at 1-800-481-4700
(Monday - Friday, 7 a.m. to 6 p.m.).

Questions?



Ready to get started? We can help.

We'll work with you when you're ready to set up electronic billing and payments for your company. Simply call **1-800-481-4700** if you'd like assistance. Here's a brief list of what you need to have on hand to implement both EDI-810 billing and EFT payments:

- EDI software and related hardware (standardized and cost-effective)
- A Data Universal Numbering System (D-U-N-S®) for identifying your company in an electronic transaction
- A Value Added Network (VAN) mailbox that can be used to receive your EDI-810 bills
- EFT software, purchased or provided by your payment processor
- Correctly formatted Automated Clearing House (ACH) remittance details
- Assurance from your payment processor that it can handle EFT transactions



**THE BUSINESS BENEFITS
OF REDUCING PAPER USE**

By eliminating paper, your company not only saves filing space but also helps preserve natural resources – an increasingly important issue for many businesses and their customers.



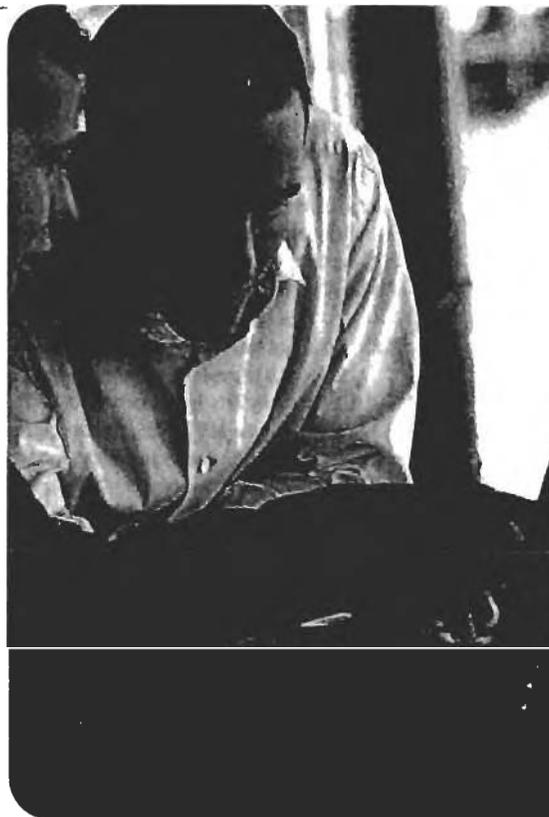
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xcelenergy.com

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YOUR BILLING SIMPLIFIED
ELECTRONIC BILLING AND PAYMENT PROGRAMS

Electronic Data Interchange billing (EDI-810) and Electronic Funds Transfer (EFT) payment programs from Xcel Energy

Together, EDI-810 billing and EFT payments provide your business with faster, secure, and reliable monthly transactions between us, while giving you more control and the opportunity to save on material and labor costs.

Electronic Data Interchange Billing (EDI-810)

Receive your energy bills electronically with Electronic Data Interchange (EDI-810)

When you sign-up for EDI-810:

- You receive your monthly bill electronically the day after your account is billed, giving you maximum time to review and pay it
- Because the billing data is electronic, you can now move the information to your data environment for analysis, sharing, storage and retrieval
- There are no more time and labor costs involved with having a paper bill re-keyed into your system

To learn more about EDI-810, simply go to xcelenergy.com/billwise and click on "Electronic Data Interchange." Once there, you can download the EDI Trading Partner Agreement and the EDI-810 Requirements technical document for a detailed explanation of the program. Once you've signed up, we'll work with you to successfully test your EDI billing connection before we stop sending you paper bills.

Electronic Funds Transfer (EFT)

Pay your energy bills securely with Electronic Funds Transfer (EFT)

When you take advantage of this payment option:

- The EFT works seamlessly with our Electronic Data Interchange program by enabling an Automated Clearing House (ACH) Network transfer from your company's bank account to our EDI bank accounts
- You get complete control over the timing and amount of payments, improving your cash management efforts and maximizing the use of your funds
- You'll reduce reconciliation costs and improve security by eliminating mailing and handling of checks

Visit xcelenergy.com/billwise and select "Electronic Funds Transfer." You can download an EFT Customer Information Form and return to us as indicated. We'll follow-up by sending you our banking information and arranging for testing of the transmission process.

**FAST
SECURE
RELIABLE**

To learn more, please contact your Xcel Energy account manager or call our Business Solutions Center at **1-800-481-4700** (Monday – Friday, 7 a.m. to 6 p.m.).

www.xcelenergy.com



Information from Xcel Energy



WANT MORE

predictability + convenience
with your energy billing?

Sign up for Averaged Monthly Payment and Auto Pay

If you'd like to take the guesswork out of budgeting your monthly energy expenses, we've got a solution for you: Averaged Monthly Payment and Auto Pay by PaySmart from Xcel EnergySM.

Pay about the same amount every month

With Averaged Monthly Payment, you spread your energy costs over an entire year with an averaged monthly payment calculated from last year's bills. At no cost to you, we'll take into account your energy costs, historical usage and seasonal fluctuations in energy use to give you a more predictable bill each month. (If you're new to your home, we'll work with you to determine an appropriate amount.)

Here's how it works:

- We review your account periodically to see if small adjustments are needed to allow for changes in your energy use or the cost of energy.
- You have an averaged monthly bill amount during the first 11 months of your program year. In "true up" your balance in the 12th month.
- The true-up amount represents the difference between what you paid each month for energy and what you actually used. This could be a credit to your account or an amount due. The periodic adjustment keeps this amount as small as possible.

The
bottom
line?

You get more predictable energy bills that make it easier for you to budget.

Never write another check to Xcel Energy

Use Auto Pay and your energy payments will be automatically withdrawn from your bank account each month on the due date of the bill. You save time and mailing costs, not to mention the environmental benefits of automatic payment withdrawal. And you'll get the peace of mind that comes from knowing that your payments will always be on time.

- Your bank will automatically deduct your payment amount from your checking or savings account on the date it is due.
- You will have two records of your payment - your Xcel Energy statement and your bank statement.
- If you have multiple accounts with us, you can pay them all by setting up Auto Pay on one bank account. You'll then have more control over your energy payments and a single point of reference for tracking them.

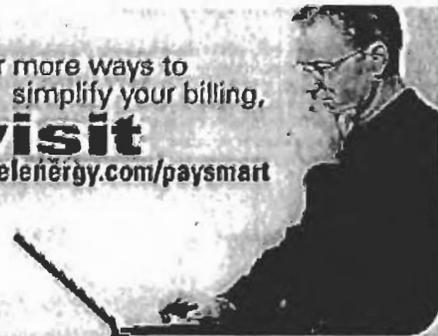
How to sign up

You can sign up for Averaged Monthly Payment or Auto Pay by using the form on back and returning it to us.

You can also print an Averaged Monthly Payment application form at xcelenergy.com/averagedmonthlypayment. Return the completed form to us by fax, mail or with your next monthly payment.

To sign up online for Auto Pay, go to xcelenergy.com/autopay then enroll through our sign up link to Direct Payment. You will be connected to our sponsored, secure application option and will receive a confirmation email after you sign up.

For more ways to
simplify your billing,
visit
xcelenergy.com/paysmart



AUTO PAY and/or AVERAGED MONTHLY PAYMENT SIGN-UP FORM

Please fill in your name, telephone number, address and Xcel Energy account number below:

Name: _____

Phone: (_____) _____

Address: _____

City: _____

State: _____ ZIP: _____

Xcel Energy account number for the name listed above

		-									-		
--	--	---	--	--	--	--	--	--	--	--	---	--	--

YES, please sign me up for AUTO PAY today.

I authorize Xcel Energy to deduct my financial institution to initiate Auto Pay payment from the bank account listed below. I can revoke this authorization at any time by not paying Xcel Energy. I also understand that a new authorization is required if I change my bank account.

Financial Institution: _____

Signature: _____

Your Authorized signature must match the name on the bank account.

Your bank account number: _____

Checking (include voided check)

Savings (include blank savings deposit slip)

**YES, please sign me up for
AVERAGED MONTHLY PAYMENT today.**

I understand & authorize Xcel Energy to bill me approximately the same amount every month, based on previous energy use. I also understand that I must notify Xcel Energy to exit the program. For further details, please visit xcelenergy.com/averagedmonthlypayment

Use this form along with a voided check or savings deposit slip to set up
612-573-5112 or include it along with your next payment or mail it to
Xcel Energy, P.O. Box 2747, Fargo, ND 58108-2747. You don't need
to include a voided check or savings deposit slip if you are just signing up for
AVERAGED MONTHLY PAYMENT. Please retain a copy of this form for your records.
Allow six to eight weeks for your account to be set up on Auto Pay. Continue to
make payments the usual way until a confirmation appears on your bill.



P.O. Box 9
Stu Claire, WI 54792-0009
1-800-855-4923
xcelenergy.com

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www.xcelenergy.com



Information from Xcel Energy



**SPEND MORE TIME PLAYING
AND LESS TIME PAYING**



SIMPLIFY YOUR LIFE WITH CONVENIENT PAYMENT OPTIONS FROM XCEL ENERGY

Join more than 330,000 Xcel Energy customers who are choosing the convenience of paperless billing. It's safe, simple and free. Not to mention, an easy way to take a stand for the environment by reducing waste and keeping unwanted paper out of the landfill.

You can get started today

Pay your energy bill online as quickly and easily as sending an email to a friend or enroll in our automatic payment program and let your bank do the work. One of our PaySmart programs from Xcel Energy may be just right for you.

Enjoy the freedom of Online View and Pay

With Online View and Pay, you pay your bill when it's convenient for you. Just log onto our secure site on the Internet and pay when you get an email telling you that your bill is ready. You'll know exactly what you owe and when it's due. Just choose "Pay" to initiate a secure bank withdrawal. It's that simple. You'll also have access to your last 12 bills so you can keep track of your billing history.

Enrollment is fast and easy

Visit xcelenergy.com/onlineviewandpay to sign up today. Everything you need is online so you won't create unneeded paper by having to print and mail a paper application. Simply enter your name, address and 10-digit Xcel Energy account number as directed.

Choose the convenience of Auto Pay

When you enroll in Auto Pay, you'll have your energy payments automatically withdrawn from your bank account each month on the due date of the bill. You'll save time, energy and mailing costs. And you'll get the peace of mind that comes from knowing that your payments will always be on time.

Here's how it works

- Your bank will automatically deduct your payment amount from your checking or savings account on the date it is due.
- You will have two records of your payment – your Xcel Energy statement and your bank statement.
- If you have multiple accounts with us, you can pay them all by setting up Auto Pay on one bank account. You'll then have more control over your energy payments and a single point of reference for tracking them.

Sign up today

Sign up by visiting xcelenergy.com/autopay. You'll be connected to our sponsored, secure application option and will receive a confirmation email after you sign up. Or, if you prefer, complete the form on back and fax or mail it to us separately with your next monthly payment.

Want more options?

Visit xcelenergy.com/paysmart for more ways to simplify your bill or call us at 1-800-895-4999.

SIGN UP TODAY FOR AUTO PAY

Please fill in your name, telephone number, address and Xcel Energy account number below:

Name: _____

Phone: (____) _____

Address: _____

City: _____

State: _____ ZIP: _____

Xcel Energy account number for the name listed above

□□ - □□□□□□□□ - □

YES, please sign me up for AUTO PAY today. I authorize Xcel Energy to instruct my financial institution to make my Auto Pay payment from the bank account listed below. I can revoke this authorization at any time by notifying Xcel Energy. I also understand that a new authorization is required if I change my bank account.

Financial Institution _____

Signature _____

Note: Authorized signature must match the name on the bank account

Your bank account number _____

- Checking (Include voided check)
- Savings (Include blank savings deposit slip)

Fax this form along with a voided check or savings deposit slip to us at 612-573-9112 or include it along with your next payment or mail it to: Xcel Energy, P.O. Box 2747, Fargo, ND 58106-2747. Please retain a copy of this form for your records. Allow six to eight weeks for your account to be set up on Auto Pay. Continue to make payments the usual way until a confirmation appears on your bill.



P.O. Box 0
Ely, ND 58712-0000
1-800-888-1979
xcelenergy.com

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REDUCE YOUR ENERGY BILL WITH DAILY SAVINGS

THREE WAYS TO SAVE WHEN THE DEMAND FOR ELECTRICITY IS HIGH.

BudgetSmart from Xcel EnergySM Daily Savings can help you greatly reduce the cost of heating and lighting your home and running your household. By shifting your energy usage from peak demand times, when everyone else uses energy, and increasing your use during off-peak periods like evenings and weekends, you can save money on your energy bill. Taking advantage of **Daily Savings** means you help us even out heavy demand while maintaining your family's comfort – at a lower cost to you. Daily Savings offers you three ways to save when demand for electricity is high, **Time-of-Day**, **Limited Off-Peak** and **Backup Relief**.

DAILY SAVINGS

TIME-OF-DAY

You can enjoy significant savings on your electric bill by choosing to run your appliances during selected off-peak hours. Plus weekends and certain holidays are always off-peak, 24 hours a day – an added convenience when you need it the most. Most of all, you'll enjoy the savings of off-peak rates that are about half that of standard residential rates.

IT'S FOR YOU

If you use at least 650 kWh per month of electricity, you could benefit from Time-of-Day service. You'll see the greatest benefit if you use electric heat or electric water heating.

REQUIREMENTS

- 65% or more of your electricity use must be at night or on the weekends.

- We will remove your existing meter and replace it with a Time of Day meter that records the time and amount of electricity used.

PROS

- Your off-peak rate is less than half that of standard residential rates.
- Weekends and most holidays are always off-peak, 24 hours a day.
- You can choose the off-peak time that works best at your home.
- No electrician is required.
- **Three-month trial:** You can participate in a three-month trial to see if the Time-of-Day service helps you lower your electricity bill. If you are not satisfied, we will recalculate your bill at the standard rate. We will charge \$20 to remove the off-peak meter if you decide not to continue on the Time-of-Day service after the trial period.

CONS

- If you use your selected appliances during peak times while on the Time-of-Day plan, you pay a rate that is higher than standard residential rates.
- You cannot participate in Saver's Switch while on Time-of-Day.

GETTING STARTED

- Call us at **1-800-895-4999** so we can help you confirm that the Time-of-Day rate plan will work best for you.
- We'll come to your home, remove your existing meter and replace it with a special Time of Day meter that records the time and amount of electricity used.



DAILY SAVINGS

BACKUP RELIEF (ENERGY CONTROLLED SERVICE)

During peak demand times we'll help you save money on your electric heating bill if you can switch from your primary electric heating source to an alternative fossil fuel heat source. When you do, you'll cut your electric heating bill almost in half. The rest of your electricity use is billed at the standard rate.

It works like this. During peak heating times in the months of October - May, we typically need to produce or purchase more costly electricity to meet demand. With Backup Relief, your electric service is interrupted - called control periods - and automatically switched over to a backup fuel. During these peak times, your backup fuels are used to supply your heating needs instead of electricity - saving you money.

REQUIREMENTS

- Your home's primary heat source must be electric such as baseboard, electric boiler or electric furnace.
- You must be able to use your alternate fuel for more than 12 hours.
- You must have enough backup fuel on site to supply 30% of your heating needs. Control periods can occur in any month of the year.
- Both heating systems must be able to supply 100% of your home's heating needs.
- Your backup heating system must use fossil fuel, such as fuel oil, propane or natural gas.

- You must have a licensed electrician separate the electric heating load from the rest of the household electric supply and connect the separated electric heating load to a meter socket that doesn't serve any of your home's other electric needs. We will supply a control device to your electrician and will install and maintain a separate meter for interruptible service.
- You must participate for a minimum of one year from date of enrollment.

RECOMMENDED

We recommend wiring the heating systems together so the switchovers from electric to backup heat automatically occur during energy-control periods. Include a manual switchover device to test both heating systems before winter begins.

PROS

You can cut your electric heating bill almost in half if you can switch to a backup system during energy control periods.

CONS

You must invest in a backup heating system.

IT'S FOR YOU

Backup Relief works best if your primary heating source is an electric heat pump, electric baseboard, electric boiler or electric furnace and if you have a fossil-fuel backup system such as fuel oil, propane or natural gas. Fireplaces or stoves are not approved alternative heating sources.

ABOUT ELECTRIC WATER HEATERS

Add your electric water heater to Backup Relief and save even more. When your electric heating supply is interrupted, so is your electric water heater. Because interruptions may last longer than 12 hours, you need at least 100 gallons of hot water storage capacity.

ABOUT HEAT PUMPS

You can save even more when you add your air- or ground-source heat pump to Backup Relief. Your heat pump must be your primary heating source.

ABOUT AIR CONDITIONERS

The Backup Relief rate is **NOT** available for central air conditioners. If you have central air conditioning and want to save money in the summer, you should consider Saver's Switch, which gives you a discount on your June through September electric energy charges when you let us cycle your air conditioner on summer's hottest days.

GETTING STARTED

- Hire a licensed electrician to separate your heating load from the rest of your home and connect it to a separate meter socket. We also recommend you install an automatic switchover.
- Call us at **1-800-895-4999** and request to be put on the Backup Relief rate after the wiring connections are completed.

Customer Programs
 Online Information

[Privacy & Security](#) [FAQs](#) [Site Map](#) [Contact Us](#)



Company

Minnesota

QUICKTOOLS

- Bird Cam
- Safety
- Call Before You Dig
- View My Bill
- Pay My Bill
- How Are We Doing?
- Career Opportunities
- Contact Us

Residential

Business

Energy Partners

Customer Service

[Home](#) > [Company](#) > [Contact Us](#)

Search

Contact Us

We appreciate your interest in Xcel Energy. We want to hear from you. Our web site provides useful information about your [bill](#), [order/discontinue service](#), [determine payment options](#), and [saving energy](#).

24-hour Electric and Gas Emergency Contacts

Electric Emergency/Power Outage	1-800-895-1999
Gas Emergency/Gas Odor	1-800-895-2999

E-mail Us

You can [e-mail us with your comment](#). Due to the volume of e-mail we receive, we may not be able to respond immediately to your concern, but we will handle your request in a timely manner. **To report a Gas or Electric emergency, please call us at one of the phone numbers listed above instead of e-mailing us.**

Phone Directory

Residential Customers

[Billing & Service Inquiries](#) *

[Product Sales and Information](#) *

[HomeSmart](#)

[Call Before You Dig](#)

[Report a Streetlight Outage](#)

[Spanish/Espanol](#)*

[TDD/TTY \(Speech/Hearing Impaired\)](#) *

Phone

1-800-895-4999

1-800-895-4999

1-866-VERY-SMART
 (837-9762)

811

1-800-960-6235

1-800-687-8778

1-800-895-4949

Business Customers	Phone
Billing & Service Inquiries *	1-800-481-4700
Product Sales and Information *	1-800-481-4700
Builder's Call Line	1-800-628-2121
Call Before You Dig	811
Report a Streetlight Outage	1-800-960-6235

*Please call 612-330-5500 if you are calling from outside the United States

Corporate Contacts	Phone
Corporate Employees or Departments	1-800-328-8226

Write Us

Corporate Mailing Address

This address should be used for corporate correspondence unless you have another specific address.

Xcel Energy
414 Nicollet Mall
Minneapolis, MN 55401-1993

Payment Address

We encourage you to use the return envelope included with your bill. There are also many other ways to pay your bill, which you can find on the [Residential](#), [Business](#) or [Commercial & Industrial](#) pages.

If you do not wish to use these methods and do not have the envelope, please send your payment to this address:

Xcel Energy
PO Box 9477
Minneapolis, MN 55484-9477



Company

Minnesota

Residential

Home > Residential

Business

Energy Partners

Customer Service

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QUICKTOOLS

- Call Before You Dig
- Safety
- View My Bill
- Pay My Bill
- How Are We Doing?
- Contact Us

Energy Solutions For Your Home

Welcome to our neighborhood. Quickly and easily start new service or make changes at manage your account. Explore convenient payment options. Analyze energy use for your entire home including major appliances and learn ways to increase efficiency at [save energy and money](#). Plug into programs and resources for rebates and incentives offered in your area, safety tips and more. Find out how we're using [renewable energy](#) to better serve our communities.



- [Order energy services - Start, stop or transfer service](#)
- [Energy efficiency tools](#)
- [Energy resources](#)
- [Report streetlight outages](#)
(Note: This link is not intended for electric or natural gas outages; please [Contact us](#) to report your outage.)

Personalized Energy Analysis

Take control of your energy use with our free [InfoSmart online tools](#).

Customer Programs
Online Information

[Privacy & Security](#) [FAQs](#) [Site Map](#) [Contact Us](#)



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Integrated Solutions For Your Business

Make the most of your energy dollars with our low-cost, reliable energy, and related products and services.

Our energy expertise helps keep your business running efficiently, productively and profitably. Read our Energy Solutions newsletter for the latest news for businesses in your area, or



- [Order energy services](#) - Start, stop or transfer service
- [Explore payment options](#)
- [Find programs and resources for your business](#)
- [Get more from your energy dollars](#)
- [Learn about renewable energy options](#)
- Sign up to receive our [Small Business Guide to Energy Savings](#)
- [Contact us](#)

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At Your Service

At Xcel Energy we're committed to providing you with reliable electricity and customer service that's at your fingertips. Just click on the links below to start, stop or transfer your service; contact us; view or pay your bill online; or report a street light outage.

- [Start, stop or transfer service](#)
- [Contact us](#)
- [View your bill](#)
- [Pay your bill](#)
- [Report a street light outage](#)



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InfoSmart

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Home > Residential > Save Energy & Money

Save Energy & Money

Explore these helpful online resources.

- The Home Energy Analyzer helps you gauge the energy efficiency of your home and discover how your estimated energy costs compare to homes of a similar size in your area.
- Energy Calculators help you make decisions about replacing major home appliances or using them more efficiently. Calculators are available for washers, dryers, water heaters, home thermostats, room air conditioners and heating and cooling systems.
- Get more information on energy terms and answers to frequently asked questions by visiting our [ENERGYsmart Library](#).
- Learn about [rebates](#), [incentives](#) or [programs](#) available in your area.

Then discover more energy- and money-savings information and tips in brochures and videos you can download today:

- [60 Simple Ways To Save Money On Your Energy Bill](#) - a range of energy-savings tips to help you save money year-round
- [Using Electricity At Home](#) - electric savings tips with a focus on ways to save money in the summer cooling months
- [Using Natural Gas At Home](#) - natural gas savings tips with a focus on ways to save money on your winter heating bills.
- [Guide to Home Energy Savings](#) - a how-to guide with detailed illustrations on more ambitious energy-savings home improvement projects
- [Energy Makeover Videos](#) - instructional video with information on a variety of energy-savings home improvement projects

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- ▣ Service Applications and Standards
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- ▣ Energy Prices (Rates & Tariffs)
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Builders Call Line

Xcel Energy has four Builders Call Line departments to serve several different areas in handling new gas and/or electric service applications. We feel the Builders Call Line will greatly improve our ability to meet your project needs.

Please call the Builders Call Line for assistance with the following services*:

- Initiation of work requests for new distribution.
- Processing applications for new gas and/or electric service laterals and meter requests.
- Temporary construction meter requests.
- Process requests for service relocations, upgrades and bury electric service cable.
- Preferred meter locations.

* Not all services available in all areas

We are committed to giving you the very best service. We encourage you to contact and submit your work request before breaking ground on a project.

[Service Application](#) for CO, MI, MN, ND, SD, WI

[Service Application](#) for TX, NM

Xcel Energy - Colorado

Builders Call Line
5460 W. 60th Avenue
Arvada, CO 80003
Phone - 1-800-628-2121 Fax - 1-800-628-2521
Hours 7:00am - 4:30pm Mountain Time

Xcel Energy - Minnesota, North Dakota & South Dakota

Builders Call Line
1518 Chestnut Avenue
Minneapolis, MN 55403
Phone - 1-800-628-2121 Fax - 1-800-628-2521
Hours 7:00am - 4:30pm Central Time

Xcel Energy - Texas & New Mexico

Builders Call Line



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- ▶ If Your Power Goes Out
 - Outage FAQ
- ▶ Trees and Power Lines
- ▶ Energy Prices (Rates and Tariffs)
- ▶ Power Generation
- ▶ Energy RFPs
- ▶ Resource/Renewable Energy Plans
- ▶ Natural Gas
- ▶ Comanche Unit 3
- ▶ Hayden Rail Spur

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If Your Power Goes Out

Our goal is to restore your power quickly and safely.

Our restoration crews are experts in getting the power back on. As soon as a crew arrives on the scene, it will assess the problem and begin the [repair process](#).

Make sure we know your power is out.

To report an outage, or to receive outage information or restoration estimates, call Xcel Energy's outage line 1-800-895-1999 and follow the phone prompts.

Stay safe. Be prepared.

Please be patient.

Especially during weather-related outages, damage can be widespread and repairs may be complex. Our crews focus on restoring the largest groups of affected customers first. They will always do their utmost to restore your power in a timely, safe and efficient manner.

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Trees and Power Lines

Trees provide many benefits -- environmental, economic and social. However, poorly placed trees can create problems. Our goal is to help you understand why [choosing a suitable location](#) for your tree provides a better future for your tree and all of us.

- Trees growing near power lines can cause downed lines and power outages in storms.
- Because tree branches can carry electricity, trees interfering with power lines may cause short circuits, activate protective equipment, and interrupt electric service.
- Trees can provide access to power lines that can lead to severe injury and death from electrical contact.
- Trees can also extend the length of an outage to underground utility lines if they interfere with access to equipment.
- Overgrown trees can scrape the sides of houses or cars, drop fruit and leaves into neighbors' yards, block signage, hang low over sidewalks or even cause them to heave or break.
- If you suspect a tree is contributing to a power outage in your area, please report the situation to us by calling 1-800-895-4999.



Utility line clearance crews trim trees away from power lines to help prevent these situations from occurring, but severely pruned trees are, at best, unsightly. At worst, they become unhealthy trees with a high risk of failure that need to be removed. All of these potential problems can easily be avoided by [planting the right tree in the right place](#).

Use the information in this section as your guide to tree selection and placement.

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- Electric and Magnetic Fields
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Safety

Safety is a core value and a key priority at Xcel Energy, whether providing a safe work environment for our employees, sharing safety tips and precautions with our customers, or taking steps to protect the public. We are committed to sending our employees home without injury and informing customers and the public about how to act safely and responsibly around electricity and natural gas.

[Winter Energy-Use Safety Tips](#)

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Winter Energy Use Safety Tips

Holiday lighting

Now that the time to brighten the season with holiday lighting is fast approaching, following safe-lighting tips:

- Before placing holiday lights outside on your house or in trees, look up to locate any overhead power lines, then keep all objects such as ladders and extension poles more than 10 feet away. Never toss lights up and over an overhead power line.
- Check the cords on strings of lights and replace any that are frayed or worn. Discard all that are in poor condition.
- Check for loose connections and damaged plugs or light sockets.
- Plug in lights before stringing them to determine whether any bulbs are burned out. Then leave the lights unplugged while stringing or handling them to minimize the risk of accidents.
- Avoid attaching too many light strings together and plugging into one receptacle. Refer to the manufacturer's instructions for proper use and the maximum recommended number.
- Use only Underwriters' Laboratory-approved lights. Follow the manufacturer's instructions for indoor and outdoor lighting.
- Use energy wisely. Unplug lights when you are asleep or when you're away from home.
- Keep lights away from flammable and combustible materials, including draperies.
- Keep lights away from metal railings and banisters, which can become energized if the wire has a short circuit. Avoid stringing lights along aluminum siding, which can conduct electricity. Never use lights on metallic trees.
- Avoid using rooftop decorations that block vents or vent pipes.
- Plan your decorating ahead of time to reduce any potential safety hazards.

Help you and your family stay safe and comfortable this winter:

- **Carbon Monoxide Detection:** Xcel Energy strongly recommends annual inspections of your natural gas appliances as the key defense against carbon monoxide poisoning. Appliance inspections are vitally important because they can determine and correct the source of the problem if it exists. Xcel Energy also encourages the use of a carbon monoxide detector in the home on each floor with sleeping rooms. Detectors identify traces of carbon monoxide in the home and sound an alarm when carbon monoxide is detected. The most effective detectors have a battery-backup system and include a memory function that records and indicates the highest concentration levels detected. Install, test and maintain the detector according to the

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manufacturer's recommendations.

- **Fireplaces:** A roaring fire can drain your home's supply of fresh air. Either use glass doors on the fireplace or open a window slightly to supplement the air supply to the fireplace.
- **Portable heaters:** Make sure children and pets can't touch or knock over a heater. To avoid electric shock, don't use an electrical heater near the shower or bathtub. Avoid using fuel-burning heaters in enclosed rooms to prevent carbon monoxide poisoning.
- **Roof and Tree Raking:** Stay more than 10 feet away from power lines when knocking snow off your roof or trees. Accidental contact with power lines can injure or kill.
- **Hypothermia:** People who are frail, elderly or ill are most susceptible to cold and hypothermia -- a dangerous drop in body temperature. Keep warm by dressing in layers and using blankets. Maintain household temperature at a comfortable level.
- **Fire Prevention:** Make sure your holiday lights are Underwriters' Laboratory (UL) approved. Always unplug indoor holiday lights before going to bed or leaving home, and do not use lights designed for indoor use outdoors or outdoor lights indoors. Keep cords away from children and pets, and never place cords under rugs or carpets.

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Online View Pay

Online View & Pay by PaySmart from Xcel Energy SM allows you to see your residential bill and make your energy payment online anytime, anywhere through our partnership with CheckFree, the company that powers payment on the web SM. It only takes a few minutes to enroll and it's free.

[Learn more about Online View & Pay](#)

Sign up today

- [Enroll*](#) into Online View & Pay via the CheckFree Express Enrollment.
- [Log in](#) to my Online View & Pay account at mycheckfree.com.

*** You'll receive a paper bill along with your e-bill for the first month of enrollment. After that, you'll receive all your bills electronically only. You will no longer receive a paper bill.**

Questions? We're available 24-hours every day at 1-800-895-4999 or by [email](#).

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Pay My Bill

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Auto Pay	<input checked="" type="checkbox"/>	Bank Draft	<input checked="" type="checkbox"/>	Cash	<input type="checkbox"/>	Fee	<input type="checkbox"/>	View Bill	<input type="checkbox"/>	Scheduled Payments	<input checked="" type="checkbox"/>
Credit/Debit Card	<input checked="" type="checkbox"/>	Credit Card	<input checked="" type="checkbox"/>								
Online View & Pay	<input checked="" type="checkbox"/>								<input checked="" type="checkbox"/>		
Pay By Mail	<input type="checkbox"/>						<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Pay By Phone	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>				
Pay Stations	<input type="checkbox"/>										
* postage											

Auto Pay

Auto Pay is a simple and convenient way to have your monthly energy payment automatically withdrawn from your bank account on the day it is due. You'll save yourself the trouble of remembering to write a check to pay your bill each month and the postage to mail it. Best of all, it's free.

[apply online](#) [download application](#) [learn more](#)

Credit/Debit Card

Credit/Debit Card Payment allows you to pay your energy bill online or by phone using your credit or debit card for a small fee* – through our partnership with NCO Financial Systems. You no longer have to worry about how long it may take for your payment to arrive on time – your payment will post the next business day. Additionally, you will have two payment records to reference: your Xcel Energy statement and your credit/debit card statement.

We accept MasterCard, Discover and Diners Club credit/debit cards.

* For this convenience, credit/debit card payments are subject to a transaction convenience fee

of \$4.85 for each credit/debit card payment up to \$500. For credit/debit card payments above \$500, the transaction convenience fee will increase by \$4.85 per \$500 increment above the initial \$500.

[pay online](#) 1-800-656-8439 (US) [learn more](#)
1-517-780-0221 (outside US)

Online View & Pay

Online View & Pay allows you to see your residential bill and make your energy payment online anytime, anywhere through our partnership with CheckFree, the company that powers payment on the webSM. It only takes a few minutes to enroll and it's free.

You'll receive a paper bill along with your e-bill for the first month of enrollment. After that, you'll receive all your bills electronically only. You will no longer receive a paper bill.
[apply online](#) [log in](#) [learn more](#)

Pay By Mail

Pay By Mail makes sending your payment to us easy by providing a return envelope included with your bill. We encourage you to use the return envelope included with your bill to send back your payment and bill stub. Enclosing your bill stub helps ensure your payment is posted to your account correctly. If you've lost or misplaced the return envelope, please mail your payment with your bill stub to the address below:

Xcel Energy
P.O. Box 9477
Minneapolis, MN 55484-9477 [learn more](#)

Pay By Phone

Pay By Phone lets you quickly and securely transfer your energy payment from your bank account directly to us, right over the phone. Your payment will post to your account the following business day at no cost to you. You can schedule your payments up to five business days in advance with Pay By Phone.

1-800-895-4999 [learn more](#)

Pay Stations

Pay Stations allows you to make your energy payment in person at several locations in your area. When you pay your bill in person, you will need your Xcel Energy account number or your bill stub. You can pay by cash, check or money order*. Credit cards and debit cards are not accepted.

* Pay stations can accept amounts up to \$2500. North Dakota pay stations only accept cash.
[learn more](#)

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FOR TEACHERS!

Help your students stay safe around electricity and natural gas with materials and assessment tools that support education standards. All materials are FREE to teachers within the Xcel Energy service area.

Order FREE Materials

Free materials easily integrate into your regular curriculum.

Download Lesson Plans

Presentation and discussion tips to make your job easier.

Download Pre/Post Tests

Check your students' understanding of key messages.

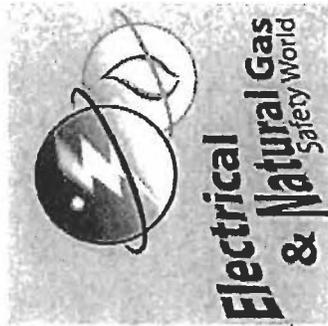
Give Feedback

Please give us your opinions on the program.

FOR KIDS!

Visit the most exciting safety websites in the known universe. Fast-paced GAMES, cool EXPERIMENTS, and amazing ENERGY FACTS await you.

Electrical & Natural Gas
Safety World



**Teachers,
Order Your FREE
Materials Now!**

Customer Programs
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NORTHERN STATES POWER COMPANY, a Minnesota corporation
 Electric Operations - State of South Dakota
 Schedule H-3 Working Papers for Listed Expense Accounts
 YEAR ENDED 12-31-08
 Advertising

Docket No. EL09-
 Schedule H-3
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**Total to
 South Dakota**
\$ 96,897

TOTAL SAFETY

Name of Ad: Overhead Safety, Underground Safety
 Ad Category: Safety - Out of Home
 Timing: April - September
 Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
 Media Type: Print

Name of Ad: Call before you Dig
 Ad Category: Safety
 Timing: January - June
 Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
 Media Type: Print

Name of Ad: Stay Away from Power Lines
 Ad Category: Safety
 Timing: April - September
 Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
 Media Type: Print

Name of Ad: Your Safety, our Priority
 Ad Category: Safety
 Timing: April - September
 Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
 Media Type: Print

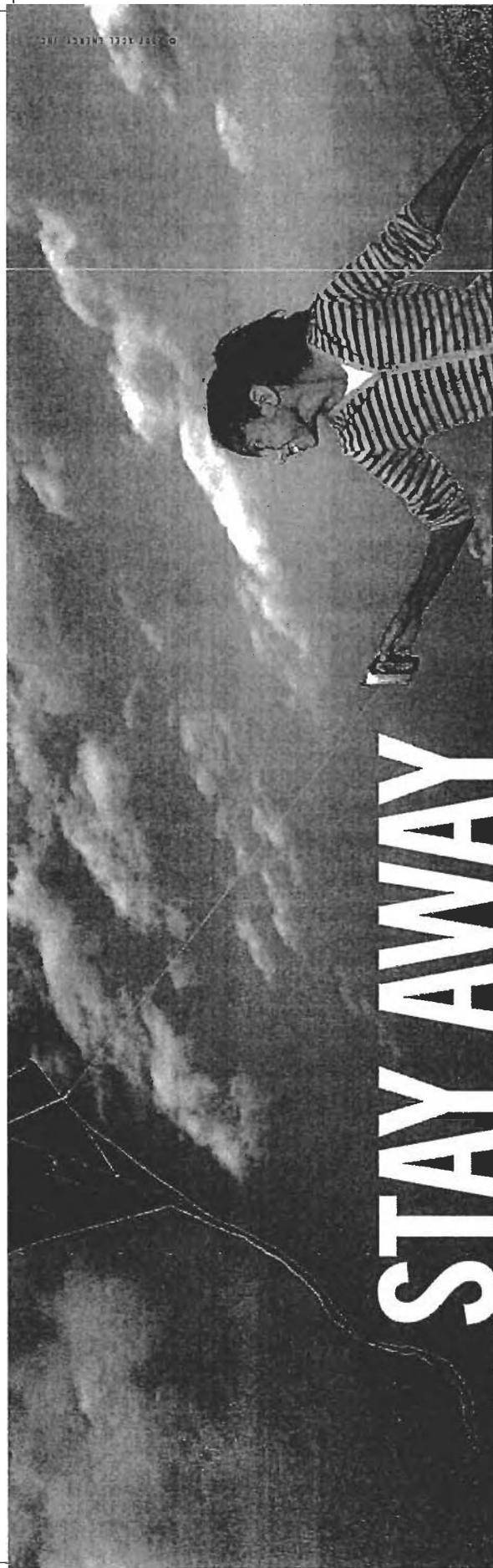
Name of Ad: Your Treasure, our Map
 Ad Category: Safety
 Timing: April - September
 Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
 Media Type: Print

Name of Ad: Safety - Underground
 Ad Category: Safety
 Timing: March
 Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
 Media Type: Radio

Name of Ad: Work Safely Around Energy Lines This Summer
 Ad Category: Safety
 Timing: June
 Market: Service Territory
 Media Type: Print/Bill Insert

Name of Ad: first responder beware
 Ad Category: Safety
 Timing:
 Market: Service Territory
 Media Type: Web/Print/DVD

Name of Ad: contractor beware
 Ad Category: Safety
 Timing:
 Market: Service Territory
 Media Type: Web/Print



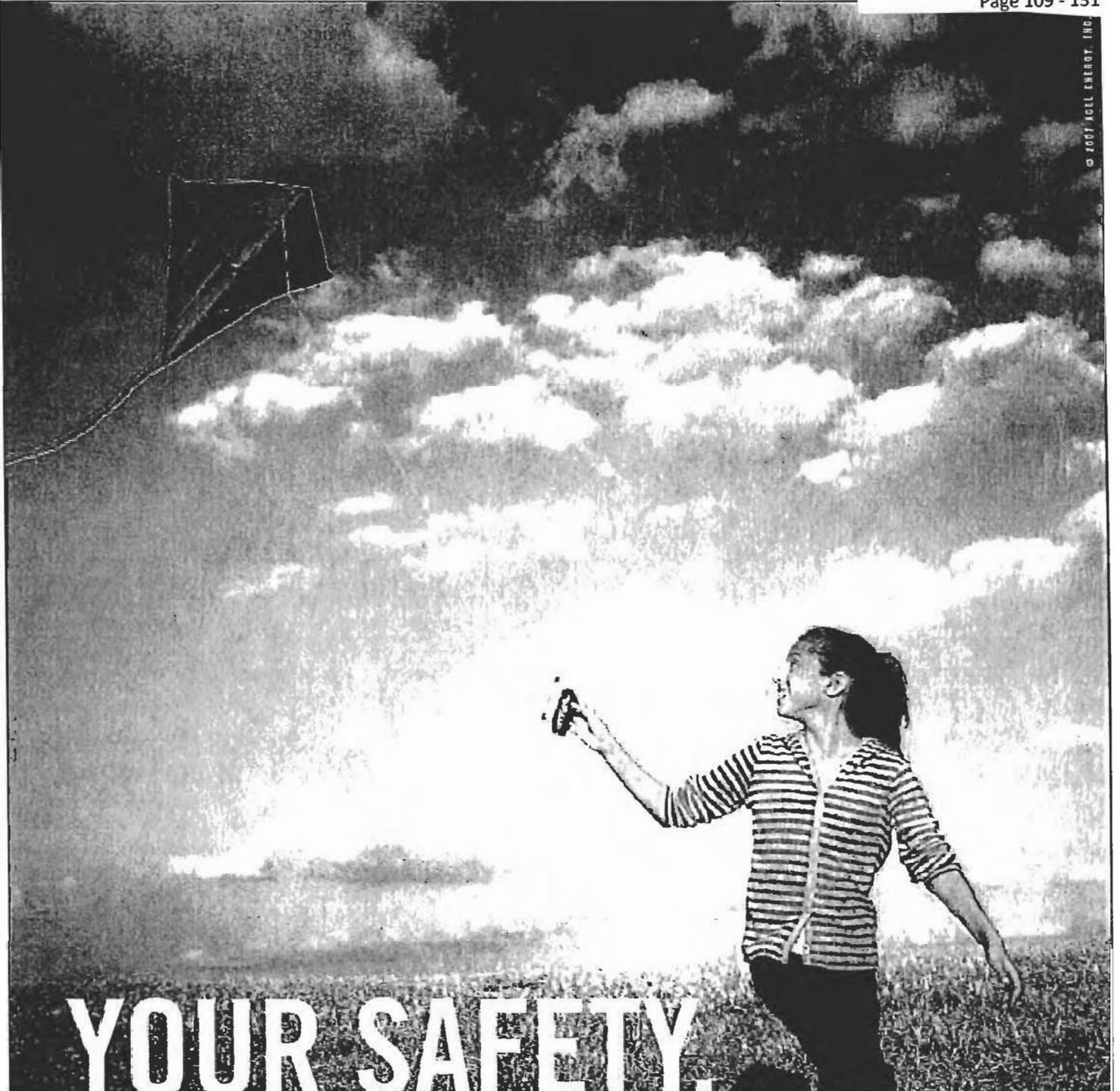
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**STAY AWAY
FROM POWER LINES.**



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08/11/11, 04/11/11



YOUR SAFETY OUR PRIORITY.

Overhead power lines. They're an essential part of the system that brings energy to your home. But they're also very, very dangerous. Even deadly. At Xcel Energy, we want you to be aware of overhead lines. Stay at least 10 feet away from them. Don't touch them, or let any objects touch them. And if you see a power line that has been brought down by wind or weather, call us right away at 1-800-895-1999. Because keeping you safe is our top priority.

Your Life. Our Energy.



xcelenergy.com



YOUR TREASURE. OUR MAP.

Landscaping adds value to your property. Knowing how to dig safely is even more valuable. So at least two full business days before you dig, you must call 1-800-781-7474. Someone will come to your home, locate and mark your underground electricity and natural gas lines. Wait the required time before digging, and dig carefully, only by hand, near the marks. It's smart. It's free. It's the law. It could save your life. And nothing's more valuable to us than that.

Your Life. Our Energy.

 **Xcel Energy**

xcelenergy.com

P u b l i c R e l a t i o n s

PRACO

A d v e r t i s i n g C o m p a n y

Client: Xcel Energy
Job: 2006 Safety Radio–Underground–Copy 8
Job Number: 28615
Date: 03/28/08

NOTE: THERE ARE SLIGHTLY DIFFERENT VERSIONS OF THIS OPEN TO
ACCOMMODATE THE DIFFERENT PHONE NUMBER DROP-INS)

MAN: I have big plans for my backyard. I'm going to build a big cedar deck, plant a bunch of trees, add some lushly landscaped pathways, even a life-sized ceramic elk. It's going to be great...I just need to decide what to do first.

ANNCR: First, call your state's one-call number before you dig. Xcel Energy reminds you that hitting electricity and natural gas lines buried in your yard can be dangerous or even fatal. So at least two business days before you dig, you must call 8-1-1.

CO: So at least three business days before you dig, you must call 8-1-1.

MI: So at least seventy-two business hours before you dig, you must call 1-800-482-7171.

WI: So at least three business days before you dig, you must call 8-1-1.

NM: So at least two full business days before you dig, you must call 1-800-321-2537.

SD: So at least two full business days before you dig, you must call 8-1-1.

ND: So at least two business days before you dig, you must call 8-1-1.

TX: So at least two business days before you dig, you must call 8-1-1.

MN: So at least two full business days before you dig you must call 8-1-1.

Someone will come to your home, locate and mark your underground electricity and natural gas lines. Be sure to wait the required time before digging, and dig carefully, only by hand, near the marks. Your project. Our protection. They're both important, so always dig safely...it's the law.

Xcel Energy. Your life. Our energy.

HOW TO DETECT A NATURAL GAS LEAK:

USE YOUR SENSES!

SMELL: Because natural gas has no odor, Xcel Energy adds a harmless, but distinctive odorant called mercaptan to it. The smell is similar to a rotten egg or sulfur. Recognizing this odor either in your home or in your neighborhood will help you immediately smell even the smallest of leaks.

SOUND: A gas leak also may create a slight hissing, a stronger blowing, or even a roaring, sound.

SIGHT: You may see dead or dying vegetation, dirt blowing or bubbles in a pond or puddle if a gas leak is nearby. When you smell, hear or see it, it's safest to have a professional check out the source.

YOUR SAFE RESPONSE TO A GAS LEAK:

- Leave your home immediately. If the odor is outside, quickly move far from the odor.
- Never use a phone or cell phone inside or near an outside odor. **Only when you're a safe distance away, then call us at 800-895-2999** (or your local gas company), or **911**, for immediate help.
- If inside, never turn on or turn off any light switches or use any electric switch, including garage door openers, before you leave.
- If you have used a phone inside your home or near the odor – which is never recommended – do not hang up the receiver as that also can create a spark that may ignite the gas.
- Never strike a match or smoke a cigarette near leaking gas.
- Stay away until an emergency response official or your gas company tells you it's safe to return.

IMPORTANT XCEL ENERGY PHONE NUMBERS:

- Electric Emergency/Outage.....**1-800-895-1999**
- Gas Emergency/Gas Odor.....**1-800-895-2999**
- Residential Customer Service.....**1-800-895-4999**
- TTY.....**1-800-895-4949**
- Business Solutions Center.....**1-800-481-4700**

**Work Safely Around
 Energy Lines This Summer
 Your Safety Is Our Priority**



1-800-895-4999
 xcelenergy.com

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 Northern States Power Company- Minnesota,
 an Xcel Energy Company





OVERHEAD LINES ARE DANGEROUS

Simple tasks such as painting, cleaning your gutters or making repairs to the outside of your home can seriously injure you or even be fatal when power lines are nearby. When working outdoors, always look up first to locate overhead lines and assume they are all energized.

- Keep yourself, ladders, work tools, and any object you're holding—no matter what it's made of—more than 10 feet away.
- When you're working or hunting in fields near irrigation pipes, be very cautious when lifting the pipe upright. You can be severely injured or even killed by lifting pipes upright into an overhead power line.
- If you have a power line close to a tree that needs to be trimmed or pruned, always contact a qualified tree trimming professional to do the job.
- Never plant anything near electrical equipment. If you notice any tampering or missing locks on the equipment, contact us immediately.

KEEP OUTDOOR PLAY SAFE

- Teach your children to never climb trees near power lines, nor to play near or on electrical equipment such as power poles, transformers, metal switch cabinets, fences or substations.
- Fly kites, model planes and other toys in open fields far away from overhead power lines and never place a trampoline or build a playhouse under a power line.
- When boating or fishing, observe power lines near rivers and lakes. Masts on sailboats conduct electricity and so do fishing lines. Avoid docking or casting near power lines and never retrieve lures tangled with power lines.
- Always be aware of **HIGH VOLTAGE WARNING** and **DANGER** signs. More importantly—heed them and stay away.

STAY AWAY FROM DOWNED POWER LINES

Always assume a downed wire is energized and dangerous. Touching a live line or anything it's touching or near it – such as a fence, a puddle, a car, a person, etc. – can cause electricity to flow from it to you and through your body to reach the ground. This can result in serious injury or death. For additional energy safety tips, visit our website at xcelenergy.com.

BEFORE DIGGING, KNOW WHAT'S BELOW.

Be smart this summer, and every time you have a digging project. Smart digging means calling 811 before each job. Homeowners often make risky assumptions and don't have their utility lines marked, but all digging jobs require a call – even small projects like planting trees and shrubs. It's a free service that helps you dig smartly and safely by following these few simple steps:

Always call before digging; wait the required time before you dig to allow time for all utilities to locate and mark utility-owned lines; respect the marks; and avoid digging near the marks. Don't assume anything. It's a free service that serves to prevent injuries, property damage, inconvenience and expense. Utility owners do not locate customer-installed lines such as lines for gas to a grill, heat to a pool or garage.

NORTH DAKOTA ONE CALL

Call 811 or 800-795-0555,
or visit: www.ndonecall.com

SOUTH DAKOTA ONE CALL

Call 811 or 800-781-7474,
or visit: www.sdonecall.com



Know what's below.
Call before you dig.

Please note that these are not Xcel Energy numbers.





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Underground Lines

Dig Safely

In many communities, electricity and natural gas are delivered through systems buried underground. **Knowing where to dig is critical when you are working in areas with underground lines.**

Before you begin any project that requires you to move earth such as digging fence posts, planting trees or excavating, call your state's one-call center first. Utility locators will come to your site to track, locate and mark your underground utility lines. This service is free in most states and could save money, time and possibly your life.

Don't take any chances with underground utility lines.

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Electric Safety

Knowing how to properly operate and maintain appliances, being able to spot safety hazards and knowing when to seek expert advice is often the best way to prevent accidents.

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Appliance Safety

We use electrical appliances to heat, cool, clean, and perform countless other chores around our homes and businesses every day. It's easy to take these time-saving tools for granted and forget to put safety first. Here are some useful tips to help keep you and your appliances safe.

- When using space heaters, toasters, stoves, TVs or any heat-producing appliances, remember: keep combustibles such as paper, drapes or furniture clear of the appliance.
- Keep the appliance clean, operating properly and out of high-traffic areas.
- Unplug irons and space heaters when you are finished and let them cool before storing.
- Never try to operate an electric appliance while touching metal, standing on a wet surface or while taking a bath or shower.
- A Ground Fault Circuit Interrupter (GFCI) automatically shuts off power to the outlet protecting you from electrical shock and preventing fires. GFCI's should be installed in outlets near water sources such as bathrooms, kitchens, laundry rooms, garages and outdoors. If your outlet has a red and black "test" and "reset" button, it has a GFCI.
- Keep all objects, including fingers, away from all electric outlets. To prevent injury to young children, use outlet covers and never overload outlets.
- Unplug appliances before cleaning, while performing minor repairs and when not in use.
- Keep motors clean and free from lint, dust and dirt.
- If an appliance sparks, smokes or shocks, unplug it and don't use it again until it has been repaired.
- Have a qualified electrician assess your electric load; leave repairs and installations to the experts.
- Avoid using extension cords whenever possible, but if you must use one, remember to:
 - Use a heavy-duty cord for power tools, a weather-resistant cord for outdoors, and a three-wire cord with a three-prong plug for appliances that require grounding.
 - Avoid using a three-pronged adapter and never remove the third prong to create a two-prong plug.
 - Avoid kinking, twisting or crushing the cord.
 - Pull the plug, not the cord.
 - Don't place a cord where it will be walked on, tripped over or damaged.
 - Keep cords away from heat and water.
 - Never wrap a cord around a metal pipe or an appliance and don't run a cord under a rug.
- Replace blown fuses and light bulbs with correctly-sized fuses, amperage and watts.

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Overhead Power Lines

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Stay alert and stay alive

Stay alert when working and playing outside. Always look up first to locate all overhead lines. Assume that all overhead wires are live and therefore dangerous.

Many states require you by law to stay at least 10 feet away from overhead lines. This includes any object you could be handling. Following this widely-adopted rule will help keep you safe.

- Using tall objects near power lines can be extremely dangerous. Before moving ladders, long pipes, trimming trees, painting with long handles, installing antennas or moving sailboat masts, look up first to locate any overhead power lines. Be sure to keep these and other household items at least 10 feet away.
- Never lift anything upright without first knowing what's above you. For example, if you're working or hunting in fields with irrigation pipes, use extreme caution when lifting pipes upright. Hunters and ranchers have been seriously injured or killed by lifting pipes upright into overhead power lines.
- If you see a power line close to a tree that needs to be trimmed or pruned, your safest bet is to contact a tree trimming professional to do the work.
- Watch for power lines near rivers and lakes when boating or fishing. Masts on sailboats conduct electricity and so do fishing lines. Avoid casting near power lines and never try to retrieve lures tangled with power lines.
- Keep away from areas with **HIGH VOLTAGE WARNING** and **DANGER** signs posted.
- Teach children how to play safe
- Climbing in trees is fun, but not when power lines are nearby. Make your children aware of the dangers of playing on or near electrical equipment such as power poles, transformers, metal switch cabinets, fences or substations. Flying kites, model airplanes and other toys is safe as long as they're in open fields and far away from overhead power lines.



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Standby Generators

Standby generators are powerful appliances and require extreme caution in installation and use.

Emergency standby generators can supply electricity to your home or business in the event of a power outage. Operating a standby generator can be a lifesaver during a power outage, but only if it is properly installed and maintained. Understand the hazards and familiarize yourself with these important safety precautions before you buy or begin to use one.

It's essential to understand that improper installation and use of standby generators may violate state or local electrical codes and can severely endanger those working to restore your power. During power outages, our crews work from maps to locate disconnects. Improperly connected generators may re-energize lines that otherwise would be off, creating "back feed." Back feed occurs when electric power is introduced to the utility's power lines from generators with faulty connections. Lines expected to be de-energized are in fact live, and could potentially electrocute crew members attempting to make repairs.

There are two basic types of standby generators:

- **portable, gas-powered generators:** you can purchase a small, portable, gasoline-powered outdoors unit and run extension cords from the generator directly to appliances such as lamps, refrigerator or electric space heater. Always run such generators outside where there is adequate ventilation; never inside the house.
- **generators that are permanently connected to your main electrical supply** - larger backup generators can be connected by licensed electricians to a building's main wiring panel, then used during electric service outages to power essential medical devices, furnaces, air conditioners, or well pumps for those not connected to a municipal water supply. **To hook up this kind of generator, you must hire a licensed electrician** to install a double-throw transfer switch with a mechanical interlock and a visible open between our service lines and the generator, to make sure the generator cannot "back feed" into the neighborhood grid. The electrician will make sure the setup meets national, state and local electrical codes and ensure compatibility with our power system.

Always follow all manufacturer's safety instructions when using a home backup generator.

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What size generator will meet your needs?

Standby generators are available in a range sizes, to meet specific power requirements. It is important to choose one that is sized to meet your needs. Your vendor, retailer or electrician can help you determine what size generator is most suitable for your home or business and whether the equipment or appliances you want connected to your generator can be operated safely.

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Electric and Magnetic Fields

Wherever there's electricity, there are electric and magnetic fields (EMF). These fields are invisible yet present wherever electricity flows, surrounding any wire that is conducting electricity. Electric power lines, home wiring, video display terminals and household appliances all generate EMF.

The issue of possible health effects from electric and magnetic fields has been the subject of much debate. Many studies have been performed throughout the world with results that are often hard to interpret and sometimes conflicting. While some studies found an association between exposure to magnetic fields and certain types of cancer, other studies have not. As a result, many questions remain.

For further information on EMF, see the [Xcel Energy EMF brochure](#), visit the links below, or contact the Xcel Energy EMF Answer-Line at (612) 330-6548.

General Overview of the EMF Issue

EMF Electric and Magnetic Fields Associated with the Use of Electric Power

[Questions & Answers Brochure](#) developed by EMF Research and Public Information Dissemination Program (RAPID) a combined effort of the United States National Institute of Environmental Health Sciences, National Institutes of Health, and Department of Energy.

[EMF Overview](#) information from the Wisconsin Public Service Commission.

[Electric and Magnetic Fields \(EMF\)](#) information from the Minnesota Department of Health.

Web Sites With Extensive Information, Resources and Links

[California Electric and Magnetic Fields \(EMF\) Program](#)

[Electric Power Research Institute \(EPRI\)](#) An independent non-profit center for public interest energy and environmental research whose members represent over 90% of the electricity generated in the United States.

[Electromagnetic Fields and Human Health Extensive site](#) maintained by John Moulder, Ph.D. and Professor of Radiation Oncology at the Medical College of Wisconsin

[EMF RAPID Program](#) Research and Public Information Dissemination Program (RAPID) a combined effort of the United States National Institute of Environmental Health Sciences, National Institutes of Health, and Department of Energy.

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[National Grid \(UK\) Operator of the England and Wales high-voltage electricity transmission network.](#)

[National Institute for Occupational Safety and Health \(NIOSH - USA\)](#)

[World Health Organization \(WHO\) International EMF Project](#)

[Xcel Energy EMF brochure \(407K pdf\)](#)

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Downed Power Lines

Always assume a downed wire is energized and therefore dangerous. Touching a live line or anything near it — such as a fence, puddle, car, etc. — can cause electricity to be transmitted through your body until it reaches the ground. This usually results in serious injury and sometimes death.

If you ever come across a downed line, **leave the area immediately**. An energized line that has fallen across a car, fence, building or any other object can be very dangerous to unsuspecting passersby. You should never touch a person, car, tree, limb or any other object that is in direct contact with a power line.

Report downed power lines to Xcel Energy by calling us at 1-800-895-1999.

If a power line has fallen onto a vehicle, stay away from the vehicle. Seek help immediately by calling 911. If you are in the vehicle, wait inside the car until help arrives. You are safe from electrical shock as long as you stay inside the car. If you must leave the vehicle due to fire or other life-threatening reason, leap clear of the vehicle, landing with both feet together. Never hold onto the door while leaping and once on the ground, hop away — do not run.

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How to Identify an Xcel Energy Worker

Ask to see a company I.D. if someone on your property claims to be working for Xcel Energy, regardless of the work being performed. If the person cannot show you an I.D., ask him or her to leave and return only with proper identification. If you have questions about someone claiming to work for Xcel Energy, please call our Customer Contact Center at (800) 895-4999.

All Xcel Energy employees and most contractors who perform work for us carry company I.D. cards.

Typical examples of situations that require a utility worker to enter your home:

- natural gas-related issues
- appliance checks
- meter readings/checks

These situations are usually a response to a request that you initiated -- asking us to check out a suspected gas odor or leak, or to service appliances or check your meter -- and you are expecting the visit -- or are routine meter-reading visits.

On occasion, we may ask for access into your home, but not in response to a request you have placed. This could occur if there's been a gas outage in your neighborhood and we need indoor access to re-light the pilot lights on your gas appliances, or to perform a gas leak test.

Some situations may require that we enter your yard:

- to restore power associated with an electric outage in your neighborhood -- our work is usually performed on poles or metal padmounted cabinets
- to change out or restore an outside meter that was temporarily shut off
- to locate and/or dig for buried utilities
- to trim trees away from power lines that run through your property.

We encourage you to always ask for proof of identification.

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Safety for Our Meter Readers

Safety is our first priority for meter reading!

Our meter readers are out rain or shine to provide you with a valuable service. Obtaining actual meter reads means your bill is based on your household's actual consumption and is not an estimate. However, if a meter reader is unable to enter your property due to any safety hazards, your meter will not be read and your usage will be estimated. Also, quick access to your meter may be critical in an emergency such as a natural gas leak.

The following tips will help ensure your meter is easy to reach, help protect your family and pets, and our meter readers will be able to do their jobs safely and efficiently.

Home Safety:

Keep your sidewalks and areas around your outside gas and electric meters clear.

- Snow or ice that accumulates on a gas meter can cause it to fail. That can be dangerous as it can cause a natural gas leak.
- Using only your hand or a broom, gently remove snow or ice away from your gas meter and the rooftop above it.
- Always maintain a clean pathway to your gas and electric meters, but never use a sharp tool, such as a shovel, near your meter.
 - o Keep the path clear of snow and/or ice.
 - o Keep all vegetation -- from flowers to weeds -- clear of the meter.

Pet Safety:

If you own a pet, for the safety of your pet *and our meter readers*, please secure your pet to allow us to read the meter.

- Even the friendliest family pets can become aggressive when they feel the need to protect.
- Call 1-800-895-4999 to request the meter-reading schedule, and then keep your pets indoors on scheduled meter-reading days.

Meter Reader Safety:

Provide our meter readers with a clear and friendly path to the meter.

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- Keep the path and area around the meter clear of obstructions such as toys and tools from bikes to lawnmowers.
- If your home's meter is inside, please keep the indoor path to the meter clutter free to avoid a needless injury.

Thank you for helping us safely read your meter. A meter that is clear of dangers helps ensure accurate billing for energy use and the safety of our meter readers and your home.

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XcelEnergy **first responder**

Electrical and Natural Gas Safety

Welcome to the *First Responder Beware* safety resource website, a project of Xcel Energy.

Our goal is to help first responders work safely in emergencies where electric and natural gas utilities are involved.

- Are you responsible for first responder safety trainings? Order [free safety materials](#).
- Interested in utility-specific safety tips? Visit our [advanced safety pages](#) and explore [interactive training tools](#).
- Would you like to give us some feedback? Complete our [online survey](#).

Thank you for visiting. Please share this site with others in your department.

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Done | Start | 2/20/2009 | 2009 | Xcel Energy emergency e... | South Dakota Rate Case... | Firefox - Microsoft Outlook | First Responder Bewar... | 10:04 AM

Contractor Beware - Microsoft Internet Explorer

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Address http://www.xcelenergy.com/xcelenergycontractors/

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Welcome to the **Contractor Beware** safety resource website, a project of Xcel Energy.

Our goal is to help you work safely around electrical and natural gas lines.

- Are you responsible for worker safety trainings? Order [free safety materials](#).
- Interested in utility-specific safety tips? Visit our [advanced safety pages](#) and explore our [interactive training tools](#).
- Want to give us some feedback? Complete our [satisfaction survey](#).

Thanks for visiting. Please share this site with your crews and your coworkers

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Done
Start 10/30/2008 2008 Xcel Energy emergency s... South Dakota Rate Case... Inbox - Microsoft Outlook Contractor Beware - M... 10:03 AM

NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Operations - State of South Dakota
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TOTAL CONSERVATION ADVERTISING

**Total to
South Dakota**
\$ 18,403

Name: LEARN TO SAVE ENERGY ALL OVER YOUR HOME
Category: Conservation
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print

Name: YOUR WARMTH OUR HEAT
Category: Conservation
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print

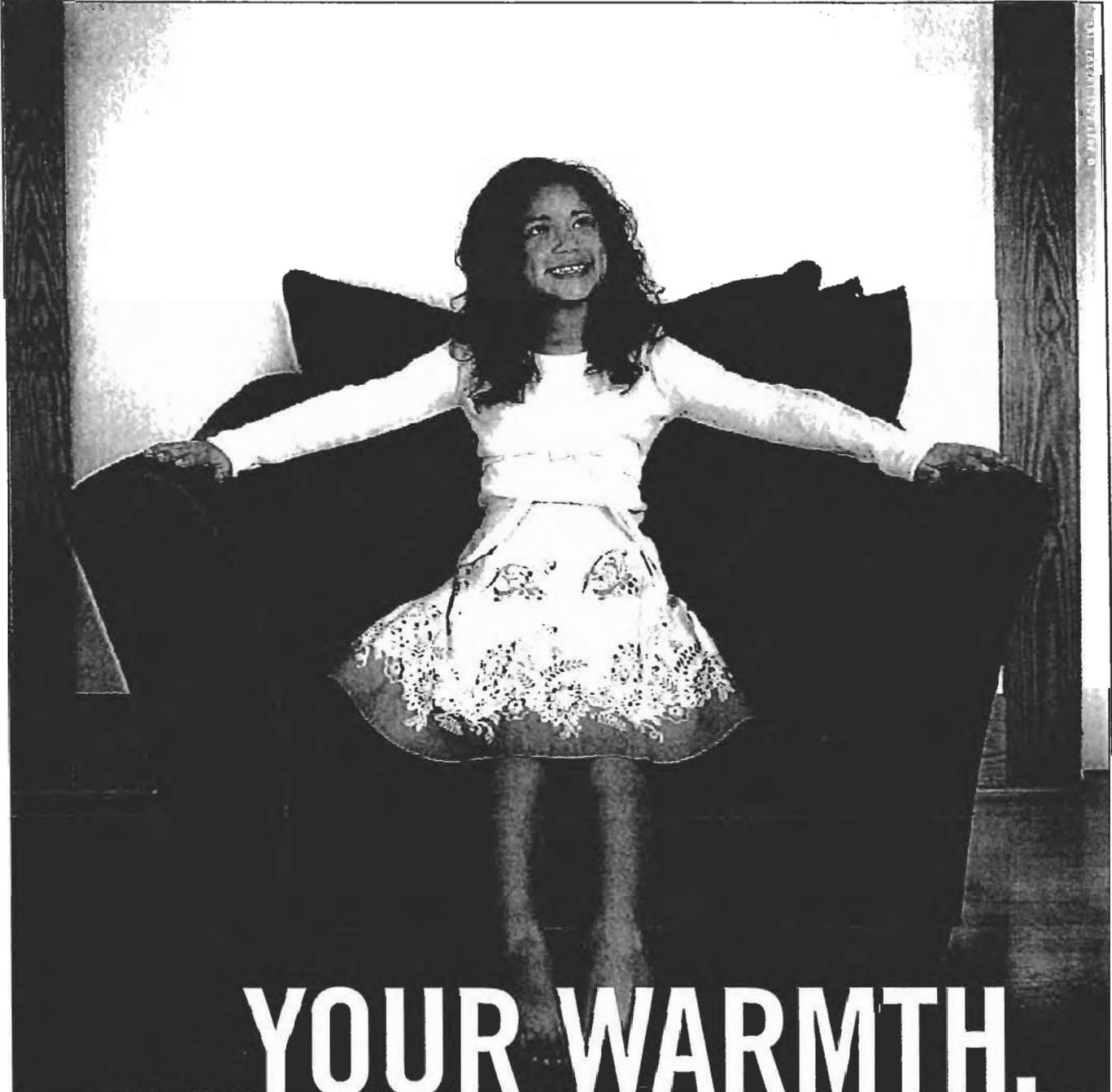
Name: YOUR ADVANTAGE OUR ADVICE
Category: Conservation
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print



**LEARN TO SAVE ENERGY
ALL OVER YOUR HOME.**

VISIT XCELENERGY.COM





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YOUR WARMTH. OUR HEAT.

At Xcel Energy, we care as much about keeping your toes warm as we do about keeping your bill low. With almost half your energy bill going toward heating your home, even small changes like using a programmable thermostat and lowering its setting, adding insulation, weather-stripping and caulking can add up to big savings. For more tips on saving money this winter, call 1-800-895-4999 and ask for our *60 Simple Ways* brochure. Or visit xcelenergy.com.



Your Life. Our Energy.

xcelenergy.com



YOUR ADVANTAGE. OUR ADVICE.

At Xcel Energy, we want your energy bill to look as good as your freshly washed clothes. Since heating water accounts for nearly 80 percent of the cost to run your washer, even small changes like switching to cold water can help lower your bill dramatically. So will other simple changes like using ENERGY STAR® appliances. For more tips on saving money year-round, call 1-800-895-4999 and ask for our *60 Simple Ways* brochure. Or visit xcelenergy.com.



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Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Charges from Associated Companies (NSP-Wisconsin Company)
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Working Papers for Interdepartmental Transactions

FERC

Account

Number	Description	Amount
557	Interchange Agreement - Fixed Costs	40,914,989
557	Interchange Agreement - Variable Costs	23,280,397
566	Interchange Agreement - Transmission Expense	<u>42,167,323</u>
		<u><u>106,362,709</u></u>