

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 End of
Northern States Power Company (Minnesota)		//	2010/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	5,732,131	5,504,816
5	(501) Fuel	336,881,468	346,163,445
6	(502) Steam Expenses	24,915,190	25,623,673
7	(503) Steam from Other Sources		
8	(Less) (504) Steam Transferred-Cr.		
9	(505) Electric Expenses	4,456,619	5,086,782
10	(506) Miscellaneous Steam Power Expenses	19,158,042	18,619,808
11	(507) Rents	4,442,075	4,053,075
12	(509) Allowances		
13	TOTAL Operation (Enter Total of Lines 4 thru 12)	395,585,525	405,051,599
14	Maintenance		
15	(510) Maintenance Supervision and Engineering	1,652,425	1,870,752
16	(511) Maintenance of Structures	6,660,075	6,509,408
17	(512) Maintenance of Boiler Plant	37,741,687	33,744,693
18	(513) Maintenance of Electric Plant	8,704,378	5,955,478
19	(514) Maintenance of Miscellaneous Steam Plant	13,810,170	14,667,342
20	TOTAL Maintenance (Enter Total of Lines 15 thru 19)	68,568,735	62,747,673
21	TOTAL Power Production Expenses-Steam Power (Entr Tot lines 13 & 20)	464,154,260	467,799,272
22	B. Nuclear Power Generation		
23	Operation		
24	(517) Operation Supervision and Engineering	72,470,778	55,496,919
25	(518) Fuel	118,068,894	92,085,127
26	(519) Coolants and Water	6,928,264	6,035,232
27	(520) Steam Expenses	36,157,756	35,549,432
28	(521) Steam from Other Sources		
29	(Less) (522) Steam Transferred-Cr.		
30	(523) Electric Expenses	2,534,898	2,173,923
31	(524) Miscellaneous Nuclear Power Expenses	114,497,703	112,945,299
32	(525) Rents	5,205,609	4,890,473
33	TOTAL Operation (Enter Total of lines 24 thru 32)	355,863,902	309,176,405
34	Maintenance		
35	(528) Maintenance Supervision and Engineering	10,634,078	11,319,965
36	(529) Maintenance of Structures	633,616	478,277
37	(530) Maintenance of Reactor Plant Equipment	19,499,095	26,921,321
38	(531) Maintenance of Electric Plant	25,963,285	11,975,527
39	(532) Maintenance of Miscellaneous Nuclear Plant	24,543,774	22,493,682
40	TOTAL Maintenance (Enter Total of lines 35 thru 39)	81,273,848	73,188,772
41	TOTAL Power Production Expenses-Nuc. Power (Entr tot lines 33 & 40)	437,137,750	382,365,177
42	C. Hydraulic Power Generation		
43	Operation		
44	(535) Operation Supervision and Engineering	127	21
45	(536) Water for Power	-66	
46	(537) Hydraulic Expenses	3,769	501
47	(538) Electric Expenses	230,985	254,721
48	(539) Miscellaneous Hydraulic Power Generation Expenses	148,942	136,657
49	(540) Rents	10,162	10,157
50	TOTAL Operation (Enter Total of Lines 44 thru 49)	393,919	402,057
51	C. Hydraulic Power Generation (Continued)		
52	Maintenance		
53	(541) Maintenance Supervision and Engineering	1,273	610
54	(542) Maintenance of Structures	51,502	34,225
55	(543) Maintenance of Reservoirs, Dams, and Waterways	70,970	146,638
56	(544) Maintenance of Electric Plant	113,349	68,395
57	(545) Maintenance of Miscellaneous Hydraulic Plant	6,617	6,897
58	TOTAL Maintenance (Enter Total of lines 53 thru 57)	243,711	256,765
59	TOTAL Power Production Expenses-Hydraulic Power (tot of lines 50 & 58)	637,630	658,822

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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	1,986,289	1,272,067
63	(547) Fuel	129,326,266	101,859,496
64	(548) Generation Expenses	6,245,768	2,589,742
65	(549) Miscellaneous Other Power Generation Expenses	5,889,434	6,079,462
66	(550) Rents	1,443,178	1,123,677
67	TOTAL Operation (Enter Total of lines 62 thru 66)	144,890,935	112,924,444
68	Maintenance		
69	(551) Maintenance Supervision and Engineering	308,256	435,340
70	(552) Maintenance of Structures	5,930,883	4,408,721
71	(553) Maintenance of Generating and Electric Plant	12,600,457	9,513,057
72	(554) Maintenance of Miscellaneous Other Power Generation Plant	463,164	306,873
73	TOTAL Maintenance (Enter Total of lines 69 thru 72)	19,302,760	14,663,991
74	TOTAL Power Production Expenses-Other Power (Enter Tot of 67 & 73)	164,193,695	127,588,435
75	E. Other Power Supply Expenses		
76	(555) Purchased Power	860,834,376	784,529,558
77	(556) System Control and Load Dispatching	598,960	498,785
78	(557) Other Expenses	110,082,557	54,527,012
79	TOTAL Other Power Supply Exp (Enter Total of lines 76 thru 78)	971,515,893	839,555,355
80	TOTAL Power Production Expenses (Total of lines 21, 41, 59, 74 & 79)	2,037,639,228	1,817,967,061
81	2. TRANSMISSION EXPENSES		
82	Operation		
83	(560) Operation Supervision and Engineering	7,413,963	6,474,597
84	(561) Load Dispatching	13,065	5,833
85	(561.1) Load Dispatch-Reliability	97,751	132,571
86	(561.2) Load Dispatch-Monitor and Operate Transmission System	5,349,003	5,461,713
87	(561.3) Load Dispatch-Transmission Service and Scheduling	48,163	45,752
88	(561.4) Scheduling, System Control and Dispatch Services	6,595,407	6,672,851
89	(561.5) Reliability, Planning and Standards Development	261,291	507,346
90	(561.6) Transmission Service Studies		-3,913
91	(561.7) Generation Interconnection Studies	8,686	31,089
92	(561.8) Reliability, Planning and Standards Development Services	474,227	479,796
93	(562) Station Expenses	1,141,549	999,202
94	(563) Overhead Lines Expenses	1,847,559	1,881,222
95	(564) Underground Lines Expenses	15,134	11,322
96	(565) Transmission of Electricity by Others	82,958,290	78,771,852
97	(566) Miscellaneous Transmission Expenses	50,725,349	47,288,902
98	(567) Rents	2,870,283	2,660,515
99	TOTAL Operation (Enter Total of lines 83 thru 98)	159,819,720	151,420,650
100	Maintenance		
101	(568) Maintenance Supervision and Engineering	165,713	158,281
102	(569) Maintenance of Structures	31,445	3,480
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	6,876,253	5,450,881
108	(571) Maintenance of Overhead Lines	7,015,709	6,577,792
109	(572) Maintenance of Underground Lines	14	2,914
110	(573) Maintenance of Miscellaneous Transmission Plant	442,278	295,648
111	TOTAL Maintenance (Total of lines 101 thru 110)	14,531,412	12,488,996
112	TOTAL Transmission Expenses (Total of lines 99 and 111)	174,351,132	163,909,646

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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	247,664	137,867
116	(575.2) Day-Ahead and Real-Time Market Facilitation	253,603	237,469
117	(575.3) Transmission Rights Market Facilitation	5,378	
118	(575.4) Capacity Market Facilitation		
119	(575.5) Ancillary Services Market Facilitation	250,572	230,136
120	(575.6) Market Monitoring and Compliance	62,893	57,352
121	(575.7) Market Facilitation, Monitoring and Compliance Services	11,083,296	11,634,632
122	(575.8) Rents	269,312	37,418
123	Total Operation (Lines 115 thru 122)	12,172,718	12,334,874
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 Exprns (Total 123 and 130)	12,172,718	12,334,874
132	4. DISTRIBUTION EXPENSES		
133	Operation		
134	(580) Operation Supervision and Engineering	9,025,753	8,988,253
135	(581) Load Dispatching	6,014,056	5,666,065
136	(582) Station Expenses	2,687,868	2,515,464
137	(583) Overhead Line Expenses	1,190,281	1,238,407
138	(584) Underground Line Expenses	6,631,148	5,995,906
139	(585) Street Lighting and Signal System Expenses	1,983,297	1,965,934
140	(586) Meter Expenses	2,834,576	2,800,597
141	(587) Customer Installations Expenses	2,509,916	2,260,197
142	(588) Miscellaneous Expenses	15,496,201	14,732,521
143	(589) Rents	2,841,843	2,563,602
144	TOTAL Operation (Enter Total of lines 134 thru 143)	51,214,939	48,726,946
145	Maintenance		
146	(590) Maintenance Supervision and Engineering	666,543	678,785
147	(591) Maintenance of Structures		699
148	(592) Maintenance of Station Equipment	9,095,161	6,182,010
149	(593) Maintenance of Overhead Lines	35,779,597	34,560,603
150	(594) Maintenance of Underground Lines	9,888,225	9,103,259
151	(595) Maintenance of Line Transformers	1,697,601	1,706,248
152	(596) Maintenance of Street Lighting and Signal Systems	1,499,809	1,494,291
153	(597) Maintenance of Meters	50,730	70,400
154	(598) Maintenance of Miscellaneous Distribution Plant	3,104	6,449
155	TOTAL Maintenance (Total of lines 146 thru 154)	58,680,770	53,802,744
156	TOTAL Distribution Expenses (Total of lines 144 and 155)	109,895,709	102,529,690
157	5. CUSTOMER ACCOUNTS EXPENSES		
158	Operation		
159	(901) Supervision	150,875	252,547
160	(902) Meter Reading Expenses	21,007,124	20,370,920
161	(903) Customer Records and Collection Expenses	25,907,683	25,889,153
162	(904) Uncollectible Accounts	11,575,400	14,379,366
163	(905) Miscellaneous Customer Accounts Expenses	80,793	94,507
164	TOTAL Customer Accounts Expenses (Total of lines 159 thru 163)	58,721,875	60,986,493

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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	78,346,792	60,022,607
169	(909) Informational and Instructional Expenses	2,028,379	1,563,629
170	(910) Miscellaneous Customer Service and Informational Expenses		
171	TOTAL Customer Service and Information Expenses (Total 167 thru 170)	80,375,171	61,586,236
172	7. SALES EXPENSES		
173	Operation		
174	(911) Supervision		
175	(912) Demonstrating and Selling Expenses	92,646	164,155
176	(913) Advertising Expenses		
177	(916) Miscellaneous Sales Expenses		
178	TOTAL Sales Expenses (Enter Total of lines 174 thru 177)	92,646	164,155
179	8. ADMINISTRATIVE AND GENERAL EXPENSES		
180	Operation		
181	(920) Administrative and General Salaries	57,447,605	54,229,392
182	(921) Office Supplies and Expenses	40,111,548	38,811,786
183	(Less) (922) Administrative Expenses Transferred-Credit	15,675,199	14,840,987
184	(923) Outside Services Employed	13,817,399	12,124,999
185	(924) Property Insurance	8,256,262	9,858,965
186	(925) Injuries and Damages	15,445,409	11,018,252
187	(926) Employee Pensions and Benefits	70,316,672	65,535,754
188	(927) Franchise Requirements		
189	(928) Regulatory Commission Expenses	6,405,852	5,465,375
190	(929) (Less) Duplicate Charges-Cr.	3,710,325	3,316,854
191	(930.1) General Advertising Expenses	2,493,788	2,886,342
192	(930.2) Miscellaneous General Expenses	2,850,658	2,911,022
193	(931) Rents	14,574,746	13,397,329
194	TOTAL Operation (Enter Total of lines 181 thru 193)	212,334,415	198,081,375
195	Maintenance		
196	(935) Maintenance of General Plant	481,408	444,243
197	TOTAL Administrative & General Expenses (Total of lines 194 and 196)	212,815,823	198,525,618
198	TOTAL Elec Op and Maint Expns (Total 80,112,131,156,164,171,178,197)	2,686,064,302	2,418,003,773

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Northern States Power Company (Minnesota)			
FOOTNOTE DATA			

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

Includes \$46,897,626 of fixed costs and \$21,326,599 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 \$43,292,759 of fixed costs and \$20,766,714 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.: 97 Column: b

Includes \$48,088,000 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 \$45,192,114 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.: 112 Column: b

Total Transmission Expense as reported in the Form 1, page 321, line 112 is reduced by amounts related to transactions with an affiliated Company based on the approved Interchange Agreement.

FERC		2010	2010	Adjusted Total
Line #	Cd Account		Adjustments	
1	1. POWER PRODUCTION EXPENSES			
2	A. Steam Power Generation			
3	Operation			
4	500 Stm Prod Op & Supr	5,732,131		
5	501 Stm Gen Fuel	336,881,468		
6	502 Steam Expenses Major	24,915,190		
7	503 Steam from Other Sources			
8	504 (Less) Steam Transferred-Cr.			
9	505 Stm Gen Elec Exp. Major	4,456,619		
10	506 Misc Steam Pwr Exp	19,158,042		
11	507 Stm Pow Gen Rents	4,442,075		
12	509 Allowances			
13	Total Operation	395,585,525		
14	Maintenance			
15	510 Stm Maint Super&Eng	1,652,425		
16	511 Stm Maint of Structures	6,660,075		
17	512 Stm Maint of Boiler Plt	37,741,687		
18	513 Stm Maint of Elec Plant	8,704,378		
19	514 Stm Maint of Misc Stm Plt	13,810,170		
20	Total Maintenance	68,568,735		
21	TOTAL Power Production Expenses-Steam	464,154,260		464,154,260
22	B. Nuclear Power Generation			
23	Operation			
24	517 Nuc Oper Super & Eng	72,470,778		
25	518 Nuclear Fuel Expense	118,068,894		
26	519 Nuclear coolants & Wtr	6,928,264		
27	520 Nuclear Steam Expense	36,157,756		
28	521 Steam from Other Sources			
29	522 (Less) Steam Transferred-Cr.			
30	523 Nuclear Electric Expense	2,534,898		
31	524 Nuclear Power Misc Exp	114,497,703		
32	525 Nuclear Gen Rents	5,205,609		
33	Total Operation	355,863,902		
34	Maintenance			
35	528 Nuc Maint Super & Eng	10,634,078		
36	529 Nuc Maint of Structures	633,616		
37	530 Nuc Mtc of React Plt Equip	19,499,095		
38	531 Nuc Maint of Elect Plant	25,963,285		
39	532 Nuc Mtc of Misc Nuc Plant	24,543,774		
40	Total Maintenance	81,273,848		
41	TOTAL Power Production Expenses-Nuc. Power	437,137,750		437,137,750
42	C. Hydraulic Power Generation			
43	Operation			
44	535 Hyd Oper Super & Eng	127		
45	536 Hyd Oper Water for Pwr	-66		
46	537 Hydro Oper Hydraulic Exp	3769		
47	538 Hyd Oper Electric Exp	230,985		
48	539 Hydro Oper Misc Gen Exp	148,942		
49	540 Hyd Oper Rents	10,162		
50	Total Operation	393,919		
51	C. Hydraulic Power Generation (Continued)			
52	Maintenance			
53	541 Hydro Mtc Super& Eng	1,273		
54	542 Hyd Maint of Structures	51,502		
55	543 Hydro Mtc Resv, Dams	70,970		
56	544 Hyd Maint of Elec Plant	113,349		
57	545 Hyd Mt Misc Hyd Plnt Mjr	6,617		
58	Total Maintenance	243,711		
59	TOTAL Power Production Expenses-Hydraulic Power	637,630		637,630

FERC		2010 Amount	Adjustments	Adjusted Total
Line #	Cd Account			
60	D. Other Power Generation			
61	Operation			
62	546 Oth Oper Super&Eng	1,986,289		
63	547 Oth Oper Fuel	129,326,266		
64	548 Oth Oper Gen Exp	6,245,768		
65	549 Oth Oper Misc Gen Exp	5,889,434		
66	550 Oth Oper Rents	1,443,178		
67	Total Operation	144,890,935		
68	Maintenance			
69	551 Oth Maint Super & Eng	308,256		
70	552 Oth Maint of Structures	5,930,883		
71	553 Oth Mtc of Gen & Ele Plant	12,600,457		
72	554 Oth Mtc Misc Gen Plt Mjr	463,164		
73	Total Maintenance	19,302,760		
74	TOTAL Power Production Expenses-Other Power	164,193,695		164,193,695
75	E. Other Power Supply Expenses			
76	555 Purchased Power	860,834,376		
77	556 Load Dispatch	598,960		
78	557 Other Power Oth Exp	110,082,557		
79	TOTAL Other Power Supply	971,515,893		971,515,893
80	TOTAL POWER PRODUCTION EXPENSES ⁽¹⁾	2,037,639,228	-14,211,978	2,023,427,250
81	2. TRANSMISSION EXPENSES			
82	Operation			
83	560 Trans Oper Super & Eng	7,413,963		
84	561 Load Dispatching	13,065		
85	561.1 Load Disp-Reliability	97,751		
86	561.2 Load Disp-Monitor/Operate	5,349,003		
87	561.3 Load Disp-Trans Serv/Sch	48,163		
88	561.4 Load Disp-Sch/Con/Disp Serv	6,595,407		
89	561.5 Rel/Plan/Standards Dev	261,291		
90	561.6 Trans Service Studies			
91	561.7 Gen Interconn Studies	8,686		
92	561.8 Rel/Plan/Standards Dev Serv	474,227		
93	562 Trans Oper Station Exp	1,141,549		
94	563 Trans Oper OH Lines	1,847,559		
95	564 UG Lline Exp	15,134		
96	565 Trans of Elec By Others	82,958,290		
97	566 Trans Oper Misc Exp	50,725,349		
98	567 Trans Rents	2,870,283		
99	Total Operation	159,819,720		
100	Maintenance			
101	568 Trans Mtce Super & Eng	165,713		
102	569 Trans Maint of Structures	31,445		
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	6,876,253		
108	571 Trans Mt of Overhead Line	7,015,709		
109	572 Trans Maint of UG lines	14		
110	573 Trans Mtc of Misc Plt Mjr	442,278		
111	Total Maintenance	14,531,412		
112	TOTAL TRANSMISSION EXPENSES	174,351,132	(3,000)	174,348,132

FERC		2010 Amount	Adjustments	Adjusted Total
Line #	Cd Account			
113	3. REGIONAL MARKET EXPENSES			
114	Operation			
115	575.1 Operation Supervision	247,664		
116	575.2 DA & RT Mkt Admin	253,603		
117	575.3 Transmission Rights Market Facilitation	5,378		
118	575.4 Capacity Market Facilitation			
119	575.5 Ancillary Services Market Facilitation	250,572		
120	575.6 Market Monitoring and Compliance	62,893		
121	575.7 Mkt Fac/Mon/Comp Serv	11,083,296		
122	575.8 Regional Market Rents	269,312		
123	Total Operation	12,172,718		
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 EXPENSES⁽¹⁾	12,172,718	-	12,172,718
132	4. DISTRIBUTION EXPENSES			
133	Operation			
134	580 Dist Oper Sup & Eng	9,025,753		
135	581 Dist Load Dispatching	6,014,056		
136	582 Dist Op Station Exp	2,687,868		
137	583 Dist Oper Overhead Lines	1,190,281		
138	584 Dist Op UG Elec lines	6,631,148		
139	585 Dist Oper Streetlight	1,983,297		
140	586 Dist Oper Meter Exp	2,834,576		
141	587 Dist Oper Cust Install	2,509,916		
142	588 Dist Oper Misc Exp	15,496,201		
143	589 Dist Rents	2,841,843		
144	Total Operation	51,214,939		
145	Maintenance			
146	590 Dist Mtc Super & Eng	666,543		
147	591 Maintenance of Structures			
148	592 Dist Mt of Station Equip	9,095,161		
149	593 Dist Mtc of Overhead Lines	35,779,597		
150	594 Dist Mt of Undergrnd Line	9,888,225		
151	595 Dist Mt of Line Transform	1,697,601		
152	596 Dist Mtc of Streetlights	1,499,809		
153	597 Dist Mtc of Meters	50,730		
154	598 Dist Maint of Dist Plant	3,104		
155	Total Maintenance	58,680,770		
156	TOTAL DISTRIBUTION EXPENSES	109,895,709	(132,848)⁽²⁾	109,762,861
157	5. CUSTOMER ACCOUNTS EXPENSES			
158	Operation			
159	901 Cust Acct Supervise	150,875		
160	902 Cust Acct Meter Read	21,007,124		
161	903 Cust Acct Recrds & Coll	25,907,683		
162	904 Cust Acct Uncollect	11,575,400		
163	905 Cust Acct Misc	80,793		
164	TOTAL CUSTOMER ACCOUNTS EXPENSES	58,721,875	39,915	58,761,790
165	6. CUSTOMER SERVICE AND INFORMATION EXPENSES			
166	Operation			
167	907 Supervision			
168	908 Customer Asst Expense	78,346,792		
169	909 Cust Serv Instruct Advr	2,028,379		
170	910 Miscellaneous Customer Service and Information Expenses			
171	TOTAL CUSTOMER SERVICE AND INFORMATION EXPENSES	80,375,171	(1,235,450)	79,139,721

FERC				
Line #	Cd	Account	2010 Amount	Adjusted Total
172		7. SALES EXPENSES		
173		Operation		
174	911	Supervision		
175	912	Sales Demo & Sales	92,646	
176	913	Advertising Expenses		
177	916	Miscellaneous Sales Expenses		
178		TOTAL SALES EXPENSES	92,646	331,435
179		8. ADMINISTRATIVE AND GENERAL EXPENSES		
180		Operation		
181	920	A&G Salaries	57,447,605	
182	921	A&G Office & Supplies	40,111,548	
183	922	(Less) A&G Admn Transfer Crdt	-15,675,199	
184	923	A&G Outside Services	13,817,399	
185	924	A&G Property Insurance	8,256,262	
186	925	A&G Injures & Damages	15,445,409	
187	926	A&G Pen & Ben	70,316,672	
188	927	Franchise Requirements		
189	928	A&G Regulatory Comm Exp	6,405,852	
190	929	(Less) A&G Duplicate Chrg Crdt	-3,710,325	
191	930.1	A&G General Advertising	2,493,788	
192	930.2	A&G Misc General Exp	2,850,658	
193	931	A&G Rents	14,574,746	
194		Total Operation	212,334,415	
195		Maintenance		
196	935	A&G Maint of Gen PLT	481,408	
197		TOTAL ADMINISTRATIVE & GENERAL EXPENSES	212,815,823	202,430,764
198		TOTAL ELEC OP AND MAINT EXPENSES	2,686,064,302	2,660,374,671

- (1) Production Expenses in the Cost of Service include both Production and Regional Transmission Market Operations
- (2) Distribution Expense Includes \$3,343.00 assigned to a Gas Distribution FERC account in error and reclassified to Electric Distribution

Northern States Power Company, a Minnesota corporation
 Electric Utility - Total Company
 Schedule H-1 Adjustments to Operating & Maintenance Expenses
 Year Ended December 31, 2010
 Electric Operation and Maintenance Expenses

Docket No. EL11-_____
 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	13,806,184	12,973,420	14,835,349	15,338,204	15,117,783	15,213,004	14,072,101	13,725,600	13,390,112	13,368,006	15,078,553	14,001,994	170,920,310		
Other	143,265,144	116,661,671	142,946,835	113,306,599	130,144,640	149,726,442	189,489,437	172,530,874	149,435,988	123,755,541	129,561,305	136,505,035	1,697,329,511		
	157,071,328	129,635,091	157,782,184	128,644,803	145,262,423	164,939,446	203,561,538	186,256,474	162,826,100	137,123,547	144,639,858	150,507,029	1,868,249,821		
Maintenance															
Labor	5,620,219	5,887,029	10,405,279	9,000,139	7,772,006	4,572,965	4,259,615	4,650,674	5,116,085	6,969,346	6,882,168	3,806,353	74,941,878		
Other	6,317,076	8,841,337	8,691,851	9,704,286	4,375,598	6,935,737	6,148,441	7,164,851	7,962,670	9,486,885	10,216,234	8,602,563	94,447,529		
	11,937,295	14,728,366	19,097,130	18,704,425	12,147,604	11,508,702	10,408,056	11,815,525	13,078,755	16,456,231	17,098,402	12,408,916	169,389,407		
Power Production Expense TOTALS	169,008,623	144,363,457	176,879,314	147,349,228	157,410,027	176,448,148	213,969,594	198,071,999	175,904,855	153,579,778	161,738,260	162,915,945	2,037,639,228	(14,211,978)	2,023,427,250
Transmission															
Operating															
Labor	1,019,257	957,546	1,224,406	889,845	1,091,104	943,435	1,140,401	968,036	1,007,640	898,857	1,009,796	869,236	12,019,559		
Other	7,613,681	7,532,822	18,719,268	12,309,163	11,292,589	12,841,401	14,203,843	12,648,582	13,395,464	12,600,431	12,043,682	12,599,204	147,800,130		
	8,632,938	8,490,368	19,943,674	13,199,008	12,383,693	13,784,836	15,344,244	13,616,618	14,403,104	13,499,288	13,053,478	13,468,440	159,819,689		
Maintenance															
Labor	391,675	294,020	452,344	593,315	563,484	560,778	442,869	316,362	316,500	275,484	347,339	405,791	4,959,961		
Other	518,816	633,157	527,893	784,743	806,320	1,132,829	928,005	778,906	1,075,749	998,952	198,682	1,187,430	9,571,482		
	910,491	927,177	980,237	1,378,058	1,369,804	1,693,607	1,370,874	1,095,268	1,392,249	1,274,436	546,021	1,593,221	14,531,443		
Transmission Expense TOTALS	9,543,429	9,417,545	20,923,911	14,577,066	13,753,497	15,478,443	16,715,118	14,711,886	15,795,353	14,773,724	13,599,499	15,061,661	174,351,132	(3,000)	174,348,132
Regional Market															
Operating															
Labor	63,999	52,407	73,382	60,316	55,621	64,030	49,341	70,672	54,663	70,164	57,527	68,688	740,810		
Other	914,409	898,518	1,042,793	780,428	1,072,961	982,422	1,099,206	934,370	780,171	939,369	971,296	1,015,965	11,431,908		
	978,408	950,925	1,116,175	840,744	1,128,582	1,046,452	1,148,547	1,005,042	834,834	1,009,533	1,028,823	1,084,653	12,172,718		
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	978,408	950,925	1,116,175	840,744	1,128,582	1,046,452	1,148,547	1,005,042	834,834	1,009,533	1,028,823	1,084,653	12,172,718	0	12,172,718
Distribution															
Operating															
Labor	2,835,272	2,478,098	2,949,132	2,722,833	2,436,711	2,668,160	2,575,634	2,601,567	2,592,301	2,340,604	2,663,875	2,464,275	31,328,462		
Other	1,220,563	922,837	1,398,039	1,721,683	1,549,690	1,563,166	1,897,478	1,805,984	1,669,986	2,254,648	2,348,325	1,533,999	19,886,398		
	4,055,835	3,400,935	4,347,171	4,444,516	3,986,401	4,231,326	4,473,112	4,407,551	4,262,287	4,595,252	5,012,200	3,998,274	51,214,860		
Maintenance															
Labor	1,300,706	1,125,243	1,413,441	1,347,441	1,363,528	1,932,744	2,171,553	2,332,103	2,093,472	1,744,708	1,985,389	1,478,106	20,288,434		
Other	2,431,977	2,866,324	3,355,795	2,651,818	2,764,495	3,494,297	3,270,823	3,326,772	3,659,734	3,251,873	4,054,041	3,264,466	38,392,415		
	3,732,683	3,991,567	4,769,236	3,999,259	4,128,023	5,427,041	5,442,376	5,658,875	5,753,206	4,996,581	6,039,430	4,742,572	58,680,849		
Distribution Expense TOTALS	7,788,518	7,392,502	9,116,407	8,443,775	8,114,424	9,658,367	9,915,488	10,066,426	10,015,493	9,591,833	11,051,630	8,740,846	109,895,709	(132,848)	109,762,861

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	1,284,562	1,198,704	1,364,016	1,250,326	1,210,826	1,273,683	1,316,701	1,272,304	1,239,937	1,357,144	1,234,974	1,360,751	15,363,928		
Other	3,987,812	4,155,164	3,049,013	2,904,763	3,581,770	3,139,067	3,510,079	3,532,119	3,547,757	3,712,927	3,585,380	4,652,096	43,357,947		
	5,272,374	5,353,868	4,413,029	4,155,089	4,792,596	4,412,750	4,826,780	4,804,423	4,787,694	5,070,071	4,820,354	6,012,847	58,721,875		
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	5,272,374	5,353,868	4,413,029	4,155,089	4,792,596	4,412,750	4,826,780	4,804,423	4,787,694	5,070,071	4,820,354	6,012,847	58,721,875	39,915	58,761,790
Customer Service and Information															
Operating															
Labor	233,337	173,935	204,306	210,761	187,011	216,880	232,926	199,131	204,224	26,618	181,849	127,589	2,198,567		
Other	6,653,463	5,790,538	6,234,567	6,403,375	7,108,139	669,244	7,616,996	7,963,017	5,861,644	5,845,559	8,616,058	9,414,004	78,176,604		
	6,886,800	5,964,473	6,438,873	6,614,136	7,295,150	886,124	7,849,922	8,162,148	6,065,868	5,872,177	8,797,907	9,541,593	80,375,171		
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	6,886,800	5,964,473	6,438,873	6,614,136	7,295,150	886,124	7,849,922	8,162,148	6,065,868	5,872,177	8,797,907	9,541,593	80,375,171	(1,235,450)	79,139,721
Sales															
Operating															
Labor	13,790	5,385	14,470	8,594	12,490	9,679	5,970	3,486	1,723	1,947	4,049	3,035	84,618		
Other	271	1,855	690	507	630	591	567	900	1,531	32	417	37	8,028		
	14,061	7,240	15,160	9,101	13,120	10,270	6,537	4,386	3,254	1,979	4,466	3,072	92,646		
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	14,061	7,240	15,160	9,101	13,120	10,270	6,537	4,386	3,254	1,979	4,466	3,072	92,646	238,789	331,435
Administrative & General															
Operating															
Labor	10,681,829	9,271,121	8,947,944	9,552,442	10,270,729	13,612,275	10,259,371	11,747,245	11,947,137	11,784,442	11,769,958	13,200,419	133,044,912		
Other	6,546,949	5,728,461	6,350,445	6,855,878	6,548,516	6,769,398	5,938,046	8,301,326	5,825,508	7,729,334	6,489,335	6,206,300	79,289,496		
	17,228,778	14,999,582	15,298,389	16,408,320	16,819,245	20,381,673	16,197,417	20,048,571	17,772,645	19,513,776	18,259,293	19,406,719	212,334,408		
Maintenance															
Labor	0	0	0	0	0	0	0	0	0	0	0	0	0		
Other	31,117	26,989	22,222	50,648	44,240	28,287	30,121	40,028	35,680	58,337	36,709	77,037	481,415		
	31,117	26,989	22,222	50,648	44,240	28,287	30,121	40,028	35,680	58,337	36,709	77,037	481,415		
Admin & General Expense TOTALS	17,259,895	15,026,571	15,320,611	16,458,968	16,863,485	20,409,960	16,227,538	20,088,599	17,808,325	19,572,113	18,296,002	19,483,756	212,815,823	(10,385,059)	202,430,764
TOTAL Operating															
Labor	29,938,230	27,110,616	29,613,005	30,033,321	30,382,275	34,001,146	29,652,445	30,588,041	30,437,737	29,847,782	32,000,581	32,095,987	365,701,166		
Other	170,202,292	141,691,866	179,741,650	144,282,396	161,298,935	175,691,731	223,755,652	207,717,172	180,518,049	156,837,841	163,615,798	171,926,640	2,077,280,022		
	200,140,522	168,802,482	209,354,655	174,315,717	191,681,210	209,692,877	253,408,097	238,305,213	210,955,786	186,685,623	195,616,379	204,022,627	2,442,981,188		
TOTAL Maintenance															
Labor	7,312,600	7,306,292	12,271,064	10,940,895	9,699,018	7,066,487	6,874,037	7,299,139	7,526,057	8,989,538	9,214,896	5,690,250	100,190,273		
Other	9,298,986	12,367,807	12,597,761	13,191,495	7,990,653	11,591,150	10,377,390	11,310,557	12,733,833	13,796,047	14,505,666	13,131,496	142,892,841		
	16,611,586	19,674,099	24,868,825	24,132,390	17,689,671	18,657,637	17,251,427	18,609,696	20,259,890	22,785,585	23,720,562	18,821,746	243,083,114		
	216,752,108	188,476,581	234,223,480	198,448,107	209,370,881	228,350,514	270,659,524	256,914,909	231,215,676	209,471,208	219,336,941	222,844,373	2,686,064,302	(25,689,631)	2,660,374,671

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/Q4
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SALES FOR RESALE (Account 447)

1. 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).

2. 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.

3. 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	**Footnote from page 106b**					
2						
3						
4						
5						
6						
7						
8						
9						
10						
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 type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/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)		
22,320	-246,300	808,675	25	562,400	1
7,069	84,490	324,338	191	409,019	2
932	14,508	42,326	50	56,884	3
3,571	54,416	172,837	266	227,519	4
33,647	477,837	1,585,215	748	2,063,800	5
29,417	334,090	1,129,751	296	1,464,137	6
16,323	138,116	605,928	25	744,069	7
28,366	262,588	1,351,606	296	1,614,490	8
178,695	1,674,109	8,505,242	324	10,179,675	9
6,443,747		308,044,021		308,044,021	10
18,060	205,521	887,148	268	1,092,937	11
-40,429		-85,959	-1,431,292	-1,517,251	12
1,876		67,240		67,240	13
	6,000			6,000	14
6,741,718	2,999,375	323,371,128	-1,428,803	324,941,700	
4,911,231	3,659,760	209,222,673	-13,381,471	199,500,962	
11,652,949	6,659,135	532,593,801	-14,810,274	524,442,662	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/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)		
31,609		1,031,093		1,031,093	1
30,957		993,856		993,856	2
2,195		67,961		67,961	3
28,380		934,346		934,346	4
10,758		314,309		314,309	5
10,951		330,044		330,044	6
11,388		332,459		332,459	7
11,181		333,208		333,208	8
8,961		269,065		269,065	9
21,600		624,686		624,686	10
	5,000			5,000	11
	121,000			121,000	12
108,950		2,696,513		2,696,513	13
120,240		6,847,668		6,847,668	14
6,741,718	2,999,375	323,371,128	-1,428,803	324,941,700	
4,911,231	3,659,760	209,222,673	-13,381,471	199,500,962	
11,652,949	6,659,135	532,593,801	-14,810,274	524,442,662	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/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)		
185,990		8,762,858		8,762,858	1
	1,372,250			1,372,250	2
	205,000			205,000	3
15,219		328,458		328,458	4
2,344,051	10	79,405,195	-11,204,264	68,200,941	5
43,200		1,070,600		1,070,600	6
	1,947,000			1,947,000	7
168,564		12,574,135		12,574,135	8
467,155		32,326,930		32,326,930	9
1,327,095		59,840,610		59,840,610	10
1,600		46,400		46,400	11
-40,689		25,039	-2,177,207	-2,152,168	12
	3,500			3,500	13
					14
6,741,718	2,999,375	323,371,128	-1,428,803	324,941,700	
4,911,231	3,659,760	209,222,673	-13,381,471	199,500,962	
11,652,949	6,659,135	532,593,801	-14,810,274	524,442,662	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/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)		
					1
					2
					3
					4
					5
					6
					7
					8
					9
					10
					11
					12
					13
					14
6,741,718	2,999,375	323,371,128	-1,428,803	324,941,700	
4,911,231	3,659,760	209,222,673	-13,381,471	199,500,962	
11,652,949	6,659,135	532,593,801	-14,810,274	524,442,662	

Name of Respondent	This Report is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report 2010/Q4
Northern States Power Company (Minnesota)			
FOOTNOTE DATA			

Schedule Page: 310	Line No.: 1	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 2	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 3	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 4	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 5	Column: j
Customer charge, Wind energy.		
Schedule Page: 310	Line No.: 6	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 7	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 8	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 9	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 10	Column: a
Ownership interest or affiliation per Instruction 2:		

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

Schedule Page: 310	Line No.: 11	Column: j
Customer charge.		
Schedule Page: 310	Line No.: 12	Column: j
Unbilled activity.		
Schedule Page: 310.2	Line No.: 5	Column: j
Ancillary services.		
Schedule Page: 310.2	Line No.: 12	Column: j
Unbilled activity.		
Schedule Page: 310.2	Line No.: 14	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		

	Revenue	Mwh
page 300, line 11(b)	\$ 216,398,641	line 11(d) 5,209,202
page 311 total (k)	\$ 524,442,662	total (g) 11,652,949
less net interchange agreement	(308,044,021)	(6,443,747)
	\$ 216,398,641	5,209,202

Schedule Page: 310.3 **Line No.: 1** **Column: k**
 Sales for Resale (Account 447). The revenue credit from sales for resale included in the formula are for bundled sales that are not included in the formula divisor.

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2010
Customer Service and Information

Docket No. EL11-_____
Schedule H-3
Page 1 of 202

Line No.	Description	FERC	Amount
1	Customer Service Instruction Advertising	909	<u>\$ 2,028,379</u>
2	Informational Advertising		
3	Customer Program Advertising		92,871
4	Customer Program Information		<u>544,313</u>
5	Total Informational Advertising		637,184
6	Safety		664,268
7	Conservation		726,927

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2010
Sales

Docket No. EL11-_____
Schedule H-3
Page 2 of 202

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, 2010
Administrative and General

Docket No. EL11-_____
Schedule H-3
Page 3 of 202

Line No.	Description	FERC	Amount
1	A&G Admn Transfer Credit (Non-Labor)	922	<u>\$ (15,675,199)</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, 2010
Administrative and General

Docket No. EL11-_____
Schedule H-3
Page 4 of 202

Line No.	Description	FERC	Amount
1	A&G Pen & Ben	926	<u>\$ 70,316,672</u>
2	Electric Labor Load - Insurance		49,697,516
3	Electric Labor Load - Pension		<u>20,619,156</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, 2010
Administrative and General

Docket No. EL11-_____
Schedule H-3
Page 5 of 202

Line No.	Description	FERC	Amount
1	A&G Regulatory Comm Exp	928	<u>\$ 6,405,852</u>
2	E-002/RP-00-797 (2002 Resource Plan)		20,541
3	Mandated Customer Notices		185,359
4	MN Assessments		3,029,917
5	SD Assessments		213,487
6	ND Assessments		(12,821)
7	NERC Fees		1,732,661
8	FERC Annual Assessment		21,237
9	Expenses of state rate case filings		557,911
10	Expenses of FERC rate case filings		86,388
11	Miscellaneous		<u>571,172</u>

See attached FF1 Page

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/Q4
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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)	20,541		20,541	
7					
8					
9	Mandated Customer Bill Inserts (electric)		185,359	185,359	
10	Mandated Customer Bill Inserts (gas)		655	655	
11					
12	Assessments by the State of Minnesota,				
13	Minnesota Public Service Commission and the				
14	Department of Public Service for rate and				
15	other expenses in accordance with provision	3,029,917		3,029,917	
16	of the 1974 utility regulation law.	181,813		181,813	
17					
18	State of South Dakota Public Utilities				
19	Commission special hearing fund assessment	213,487		213,487	
20					
21	State of North Dakota Public Utilities	-12,821		-12,821	
22	Commission special hearing fund assessment	1,006		1,006	
23	Minnesota Office of Pipeline Safety				
24					
25	NERC Fees	1,732,661		1,732,661	
26	FERC Annual Assessment		21,237	21,237	
27					
28	Expenses of state rate case filings:				
29	Retail electric		557,911	557,911	
30	Retail gas		428,230	428,230	
31					
32	FERC rate case expenses		86,388	86,388	
33	Various Miscellaneous Regulatory Expenses				
34	Electric		571,172	571,172	
35	Gas		6,241	6,241	
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46	TOTAL	5,166,604	1,857,193	7,023,797	

Name of Respondent Northern States Power Company (Minnesota)	This Report Is: (1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report End of 2010/Q4
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REGULATORY COMMISSION EXPENSES (Continued)

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

EXPENSES INCURRED DURING YEAR			AMORTIZED DURING YEAR				
CURRENTLY CHARGED TO			Deferred to Account 182.3 (i)	Contra Account (j)	Amount (k)	Deferred in Account 182.3 End of Year (l)	Line No.
Department (f)	Account No. (g)	Amount (h)					
							1
							2
							3
							4
							5
Electric	E928	20,541					6
							7
							8
Electric	E928	185,359					9
Gas	G928	655					10
							11
							12
							13
							14
Electric	E928	3,029,917		182,3186	-126,767		15
Gas	G928	181,813		182,3186	-58,180		16
							17
							18
Electric	E928	213,487					19
							20
Electric	E928	-12,821		165	107,143		21
Gas	G928	1,006					22
							23
							24
Electric	E928	1,732,661		165	1,696,372		25
Electric	E928	21,237					26
							27
							28
Electric	E928	557,911		186,254	557,911		29
Gas	G928	428,230		186	425,037		30
							31
Electric	E928	86,388		186	86,388		32
							33
Electric	E928	571,172		186	389,382		34
Gas	G928	6,241		186	9,015		35
							36
							37
							38
							39
							40
							41
							42
							43
							44
							45
		7,023,797			3,086,301		46

Name of Respondent Northern States Power Company (Minnesota)	This Report is: (1) <u> </u> An Original (2) <u>X</u> A Resubmission	Date of Report (Mo, Da, Yr) 05/10/2011	Year/Period of Report 2010/Q4
FOOTNOTE DATA			

Schedule Page: 350 Line No.: 1 Column: a

	Resource Plan	Mandated customer bill inserts	Minnesota assessment	South Dakota assessment
Total expense	20,541	186,014	3,211,730	213,487
E928	20,541	185,359	3,029,917	213,487
G928		655	181,813	
	20,541	186,014	3,211,730	213,487
Current period transactions	20,541	186,014	3,396,676	213,487
Acct No. 165				
Acct No. 182.3			24,489	
Acct No. 186			(209,435)	
Acct No. 254				
	20,541	186,014	3,211,730	213,487
	North Dakota assessment	NERC fees	FERC Annual	Miscellaneous electric
Total expense	(11,815)	1,732,661	21,237	571,172
E928	(12,821)	1,732,661	21,237	571,172
G928	1,006			
	(11,815)	1,732,661	21,237	571,172
Current period transactions	(118,958)	36,289	21,237	181,790
Acct No. 165	107,143	1,696,372		
Acct No. 182.3				
Acct No. 186				389,382
Acct No. 254				
	(11,815)	1,732,661	21,237	571,172
	Miscellaneous gas	State Rate Cases Minnesota electric (a)	North Dakota electric (b)	South Dakota electric (c)
Total expense	6,241	406,742	100,000	51,169
E928		406,742	100,000	51,169
G928	6,241			
	6,241	406,742	100,000	51,169
Current period transactions	(2,775)			
Acct No. 165				
Acct No. 182.3				
Acct No. 186	9,016	398,453	100,000	51,169
Acct No. 254		8,289		
	6,241	406,742	100,000	51,169
	Minnesota gas (d)	North Dakota gas (e)	FERC electric (f)	Total
Total expense	398,120	30,110	86,388	

Name of Respondent	This Report is:	Date of Report (Mo, Da, Yr)	Year/Period of Report
Northern States Power Company (Minnesota)	(1) <input type="checkbox"/> An Original (2) <input checked="" type="checkbox"/> A Resubmission	05/10/2011	2010/Q4
FOOTNOTE DATA			

E928			86,388	6,405,852
G928	398,120	30,110		617,945
	<u>398,120</u>	<u>30,110</u>	<u>86,388</u>	<u>7,023,797</u>
Current period transactions	3,193			3,937,494
Acct No. 165				1,803,515
Acct No. 182.3				24,489
Acct No. 186	394,927	30,110	86,388	1,250,010
Acct No. 254				8,289
	<u>398,120</u>	<u>30,110</u>	<u>86,388</u>	<u>7,023,797</u>

All: Costs in excess of the amount authorized in the proceeding are being expensed immediately after posting.

- A) GR-08-1065: 48 month amortization period ending Dec. 31, 2012.
- B) PU-07-776: Amortization period continues until all costs have been expensed or new rates take effect.
- C) EL09-009: 60 month amortization period ending Jan. 17, 2015.
- D) GR-09-1153: 36 month amortization period ending Jan. 10, 2013.
- E) PU-06-525: Amortization period continues until all costs have been expensed or new rates take effect.
- F) Expenses of the current proceeding are being expensed immediately after posting.

Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2010
Administrative and General

Docket No. EL11-_____
Schedule H-3
Page 10 of 202

Line No.	Description	FERC	Amount
1	A&G Duplicate Chrg Crdt	929	<u>\$ (3,710,325)</u>
2	Electricity Used by Company		(3,710,325)

NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2010
Administrative and General

Docket No. EL11-____
Schedule H-3
Page 11 of 202

Line No.	Description	FERC	Amount
1	Advertising	930.1	<u>\$ 2,493,788</u>
2	Informational Advertising		
3	General Advertising		278,289
4	Brand/Image Advertising		2,215,499

NORTHERN STATES POWER COMPANY, a Minnesota corporation
 Electric Operations - State of South Dakota
 Schedule H-3 Working Papers for Listed Expense Accounts
 YEAR ENDED 12-31-2010
 Advertising

Docket No. EL11-____
 Schedule H-3
 Page 12 of 202

<u>INCLUDABLE:</u>	<u>FERC</u>	<u>South Dakota Jurisdiction</u>
1 Informational Advertising		
2 General Advertising	930.1	7,633
3 General - Print/Web		
4 General - Print		
5 General - Web		
6 Customer Programs	909.1	7,035
7 Energy Solutions		
8 Mover Kits		
9 Bill Inserts / Direct mailings		
10 InfoSmart		
11 Billwise		
12 Paysmart		
13 BudgetSmart		
14 Online Information		
15 Safety Advertising	909.1	\$ 72,125
16 Billboards/Inserts		
17 General - Print		
18 General - Web Interactive		
19 Educators - Print/Web Interactive		
20 Contractors - Print/Web Interactive		
21 Emergency Responders - Print/Web Interactive		
22 Conservation Advertising	908 & 909.1	\$ 1,717
23 Web Interactive		
24 Print		
25 Television		
23 TOTAL INCLUSION		<u><u>\$ 88,510</u></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 12-31-2010
Advertising

Docket No. EL11-
Schedule H-3
Page 13 of 202

<u>EXCLUDABLE</u>	<u>FERC</u>	<u>South Dakota Jurisdiction</u>
Brand/Image Advertising	930.1	(126,373)
General Advertising	930.1	(24,778)
Conservation & Customer Programs	908; 909.1 & 930.1	(68,325)
Safety Advertising	909.1	(25)
TOTAL EXCLUSION		<u>\$ (219,501)</u>

NORTHERN STATES POWER COMPANY, a Minnesota corporation Docket No. EL11-_____
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-10
Advertising

Schedule H-3
Page 14 of 202

TOTAL INFORMATIONAL (GENERAL)

**Total to
South Dakota**
\$ 7,633

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

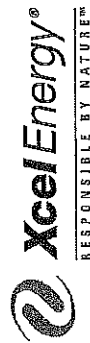
Ad Category: General
Timing: January-December
Market: Sioux Falls
Media Type: Print

Category: General
Timing: Ongoing
Market: Service Territory
Media Type: Web

INCLUSIVE BY NATURE

As part of our commitment to creating and sustaining a motivated workforce, Xcel Energy is proud to support a diverse and inclusive environment. 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 opportunity 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 an email to corporatadiversity@xcelenergy.com.



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7/14/09 4:50:32 PM

DIVERSE BY NATURE

Partnership can be powerful.

At Xcel Energy, we believe in teaming up with minority, women, veteran and small business enterprises when we need products and services. Our Supplier Diversity program enhances the success of our partners and the growth of our communities.

Email us at supplierdiversity@xcelenergy.com if your business can provide a product or service to our business, or visit xcelenergy.com



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Publisher of:
LEADER-TELEGRAM
Country Today

Eau Claire Press Company

Friday, April 16, 2010

Xcel Energy is hiring
in our Eau Claire
Customer Contact
Center.

For more information
please go to
xcelenergy.com.



General

Job Postings

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CHIPPEWA VALLEY
NEWSPAPERS

121 Fredette Drive • PO Box 69 • Chippewa Falls, WI 54725-0069

Xcel Energy is hiring
in our Eau Claire
Customer Contact
Center.

For more information
please go to
xcelenergy.com.



IN OUR EXPERIENCE,
GREAT ENERGY COMES FROM
→ EVERYWHERE. ←

Xcel Energy is always looking for diverse, energetic business partners—including minorities, women, veterans and small businesses—to work with us in our communities. If your business has a product or service that you believe would be of value to us, we encourage you to email us at supplierdiversity@xcelenergy.com or visit xcelenergy.com.



IF YOU HAVE
SOMETHING WE NEED,
THEN WE SHOULD
GET TOGETHER AND TALK
A LITTLE BUSINESS.

If your business has a product or service that you believe would be of value to Xcel Energy, we want to know about it. We're always looking for diverse, energetic, local vendors and partners—including minorities, women, veterans and small businesses—with whom we can work. If that's you, email us at supplierdiversity@xcelenergy.com or visit xcelenergy.com.



NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2010
Advertising

Docket No. EL11-_____
Schedule H-3
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Total to
South Dakota
\$ 7,035

TOTAL INFORMATIONAL (CUSTOMER PROGRAMS)

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

Name: Mover Kits
Category: Customer Programs
Timing: January - December
Market: Service Territory
Media Type: Print

Name: InfoSmart
Category: Customer Programs
Timing: January - December
Market: Service Territory
Media Type: Print/Web

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

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

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

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

Name: Online Information
Category: Customer Programs
Timing: January - December
Market: Sioux Falls
Media Type: Radio

ENERGY

July 2009

SOLUTIONS



AN EVEN "GREENER" NEWSLETTER

In the interest of saving energy and reducing waste, we're scaling back on the number of *Energy Solutions* newsletters we print and mail. This change will occur for the next issue due out in September.

- If we have both a mailing address and an e-mail address for you, we will send only the e-mailed newsletter.
- If we don't have an e-mail address, we will continue to send the printed newsletter.

If you receive a printed version of the newsletter and prefer to receive the e-mailed version, please supply us with your e-mail address and preference by selecting the "Subscribe Now" link available at [xcelenergy.com/Energy Solutions](http://xcelenergy.com/EnergySolutions). An electronic version of the printed newsletter is available at that same location.

BUSINESS SOLUTIONS CENTER – EXPERT ADVICE JUST A PHONE CALL AWAY

If you currently do not work with an account manager, contact our energy experts at the Business Solutions Center. They can provide you with programs and services to help you analyze how you use energy today and evaluate how you can save money in the future. Contact our experts today at **1-800-481-4700**.



Manage Your Energy Use and Save

InfoWise, our energy management solution, helps your company reduce energy costs through measurement, analysis and verification of your energy use.

InfoWise offers **GXMeter**, an interval data analysis and reporting tool that provides 18 months of historical interval data and is available for a nominal monthly fee. With this report you can view graphs and charts to easily see where you can reduce energy consumption.

Find out how InfoWise can help your business identify energy saving opportunities. Visit xcelenergy.com/InfoWise. Or call our partner, EnerGXpert, at **1-800-303-9890**.



RECEIVE YOUR ENERGY BILLS ELECTRONICALLY WITH EDI

With Electronic Data Interchange (EDI), you receive your energy bill electronically, the day after your account bills, at no cost to you*.

This paperless solution lets you:

- Access and respond quickly to information presented in electronic format
- Reduce operating expenses and administrative costs and errors associated with manual data entry
- Easily move billing information to your electronic data environment for review, analysis, sharing, storage and retrieval

- Receive your billing data and an acknowledgement of receipt through a secure electronic system

To learn more, or to find out if EDI is right for your business, contact your account manager or visit xcelenergy.com/EDI. You can also call our Business Solutions Center at **1-800-481-4700**.

* Xcel Energy does not charge a fee to transmit or receive data. However, you may need to set up tools to receive our billing and remittance data, which could include third-party software, hardware or payment processor charges.

 **Xcel Energy**[®]

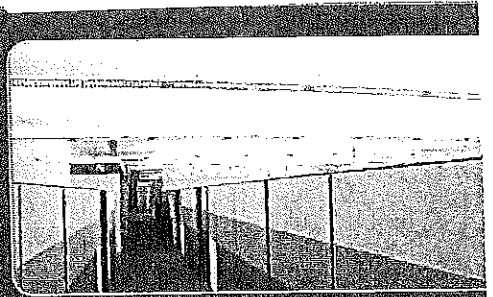
ENERGY SOLUTIONS

Save Energy and Money in Your Business Operations

Use the **Energy Resource Library** from E-Source for energy-use information and energy-saving ideas. Access energy conservation information by going to xcelenergy.com/Business/SaveEnergy_Money and choosing one of these options:

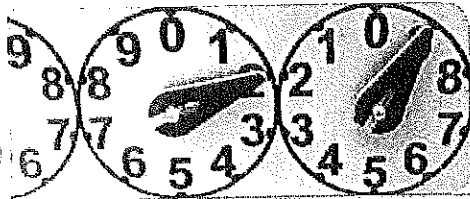
- **PURCHASING ADVISOR** – presents educational information on many categories of energy-related products often purchased for use in commercial buildings.
- **COMMERCIAL ENERGY ADVISOR** – provides detailed breakdowns of energy consumption for eight types of commercial buildings, as well as steps you can take to operate your facilities more efficiently to save energy and money.
- **OPERATIONS AND MAINTENANCE ADVISOR** – details what you can do to improve the performance and energy efficiency of five key areas of building equipment.

Information provided by E-Source. Some energy-saving technologies may qualify for Xcel Energy rebates. To learn more, visit xcelenergy.com/Business.



SMALL BUSINESS GUIDE TO ENERGY SAVINGS

For simple and inexpensive ways to lower your energy bill, order our free *Small Business Guide to Energy Savings*. Call 1-800-481-4700 or visit xcelenergy.com to order your guide online. Look up Energy Savings Guide using the search feature on our Web site, complete your order form and we'll process your request right away.



Visit xcelenergy.com/Business to find more ways to save energy and money for your business



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Mover Kits

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Page

**WELCOME
TO XCEL ENERGY
IN SOUTH DAKOTA**





WELCOME TO XCEL ENERGY

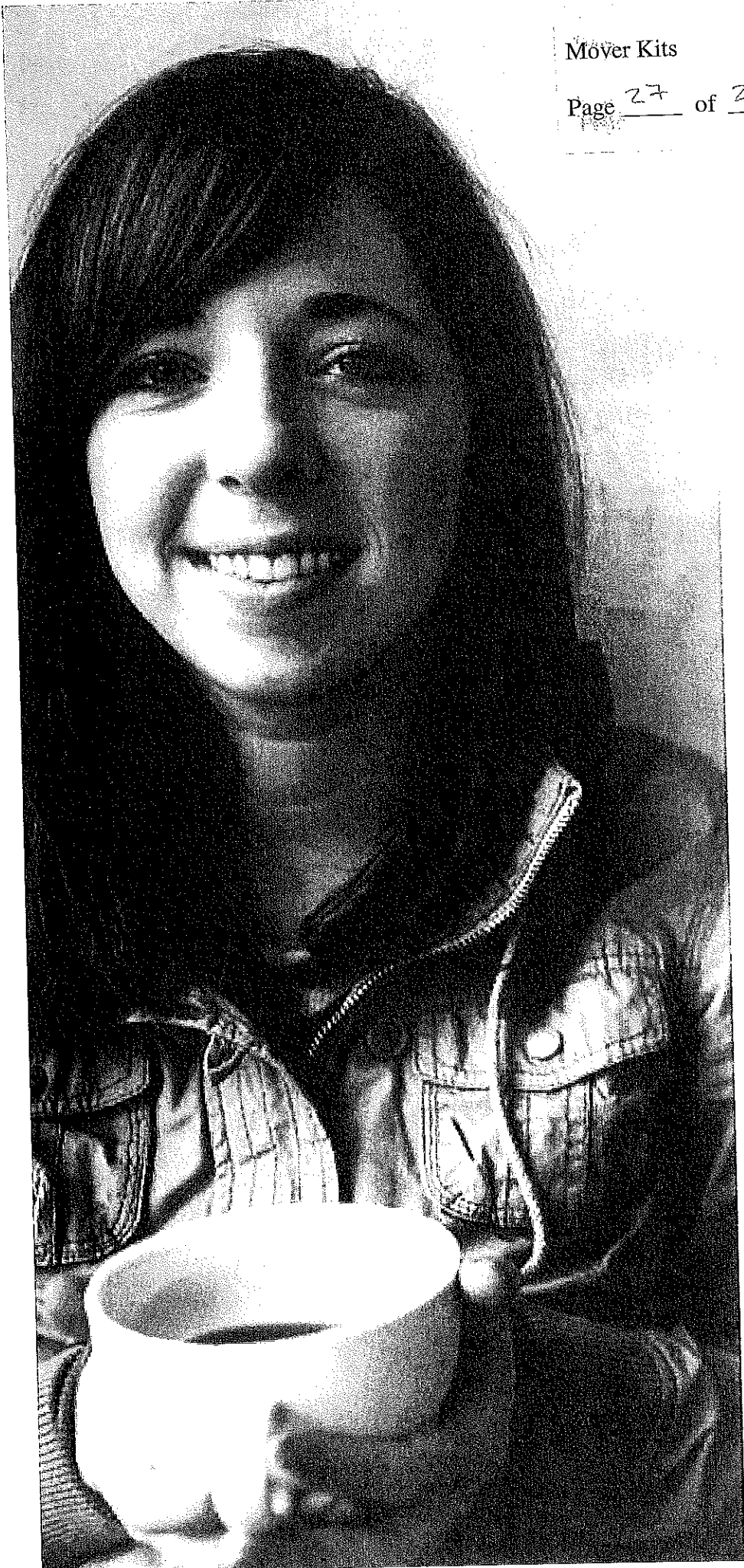
It's our pleasure to serve you as a customer, and we look forward to providing you with reliable, low-cost electricity. We've been providing energy services for our customers for more than 80 years.

If you've been an Xcel Energy customer before, you might be familiar with some of the information in this brochure. But there's plenty of new information that will help you take advantage of Xcel Energy's programs and service for businesses, homeowners and renters.

We've designed many of these programs to show you how to be more comfortable in your home for fewer dollars. Other programs help you save energy and money with a variety of services that include cash rebates, special electric rates and expert advice.

This brochure includes safety information and information to help you understand and pay your bill. There's also an explanation of how to read your bill and meter.

We look forward to providing you with reliable high-quality energy service. If you still have questions after reading this brochure, call our Customer Service Center at 1-800-895-4999 or our Business Solutions Center at 1-800-481-4700 from 7 a.m. to 6 p.m. Monday through Friday. The back cover lists additional phone numbers to assist you.

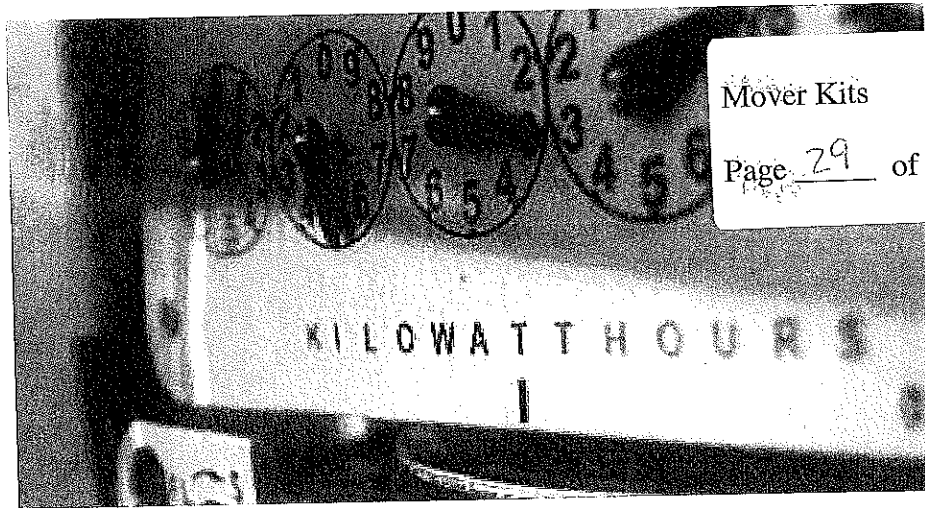


IN THIS BROCHURE, YOU'LL FIND...

Paying your electricity bill
If you're having trouble paying your bill 7
Electricity prices..... 8
Reading your meter 8
Meter testing 8
To start or stop service 9
Conserving electricity 9
What to do when the lights go out..... 10
Remember to stay away from downed wires 10
Working safely around power lines 11

***Additional Important Information
for Xcel Energy Customers***

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Customer Service Center and Public Utilities
Commission phone numbers Back cover



PAYING YOUR ELECTRICITY BILL

The name printed on your envelope is the one Xcel Energy will bill for utility service. If it is incorrect, please call our Customer Service Center or the Business Solutions Center.

You can pay your bill by mail, using the return envelope enclosed with your bill and including the top portion of the bill. Please give us five working days to receive the payment and credit your account. Convenient payment drop-off locations near you in Sioux Falls are located at:

Drop Box* Xcel Energy (no cash)

500 West Russell Street
Sioux Falls, SD 57104

Hy Vee #1631*

4101 S. Louise Ave.
Sioux Falls, SD 57106

Cross Courier & Dispatch*

1500 W. Russell St.
Sioux Falls, SD 57104

Mercato*

631 W. 11th St.
Sioux Falls, SD 57104

Pilot Travel Centers #349*

5301 N. Cliff Ave.
Sioux Falls, SD 57104

Money Lenders*

2808 W. 41st St
Sioux Falls, SD 57105

Tidy House Laundry*

701 N. Cliff Ave.
Sioux Falls, SD 57103

Albert House*

337 N. Phillips Ave.
Sioux Falls, SD 57104

Hy Vee #1633*

1900 S. Marion Rd.
Sioux Falls, SD 57106

Kmart #7306*

3709 E. 10th St
Sioux Falls, SD 57103

European Supermarket*

703 E. 8th St.
Sioux Falls, SD 57103

* An additional charge of \$1.50 is charged for payment at these locations. Payment drop-off locations change frequently. Please refer to www.xcelenergy.com for a current list of Pay Stations.

Xcel Energy's AutoPay plan is available for your convenience. You can authorize your financial institution to pay your X **Page 30** of **202** bill automatically every month. If you're interested, check with your financial institution or call the Customer Service Center or Business Solutions Center.

Averaged Monthly Payment smooths out your energy bill and makes them predictable, so you can plan for them. It helps you avoid high seasonal bills by spreading your payments over 12 months.

Signing up for Averaged Monthly Payment is simple. You can fill out the cards we send periodically with your bills or you can call the Customer Service Center.

IF YOU'RE HAVING TROUBLE PAYING YOUR BILL

If paying your Xcel Energy bill is extremely difficult, call the Customer Service Center at 1-800-895-4999 or the Business Solutions Center at 1-800-481-4700 right away. We want to work with you to make sure you receive every possible assistance.

HeatShare

This program, administered by the Salvation Army, helps those in need to stay warm in winter through cash grants. Xcel Energy and its customers, employees and shareholders support HeatShare with personal donations and annual grants to cover expenses. If you or someone you know needs help, please call the Customer Service Center.

Community Church Crisis Fund

This community cooperative works to help customers retain their service when paying energy bills is difficult.

South Dakota Winter Rule

Under South Dakota's winter rule, from Nov. 1 to March 31, a residential customer is allowed an additional 30 days beyond the normal disconnection date to pay a past due bill. If you do get a disconnection notice, call the Customer Service Center as soon as possible to make arrangements on your bill.

Medical Extension

If loss of power will aggravate an existing medical condition, customers can extend the date of disconnection for a single 30-day period from the date of a physician's certificate or notice from a public health or social services official stating that a medical emergency exists.

ELECTRICITY PRICESPage 31 of 202

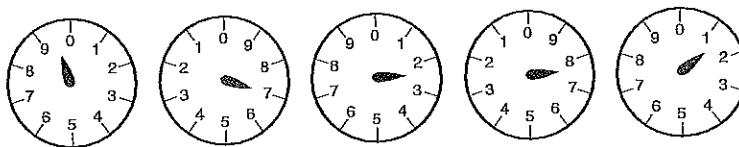
The South Dakota Public Utilities Commission (PUC) regulates investor-owned electric utilities, such as Xcel Energy, and approves the prices we charge our customers for electric service. A folder explaining the rates that apply to you accompanies this brochure. We will send you a new rate schedule if these prices change.

READING YOUR METER

Many areas of Xcel Energy's service territory have automated meter reading. However, if your home is not in one of those areas, Xcel Energy will read your meter each month, as close as possible to 30-day intervals. If the reader cannot read your meter, we will leave a form with instructions so you can read your own meter and call in your reading. If you choose not to read your meter, or if the reading reaches us too late, we will estimate your bill based on your past use.

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

You can easily read an electric meter. 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.



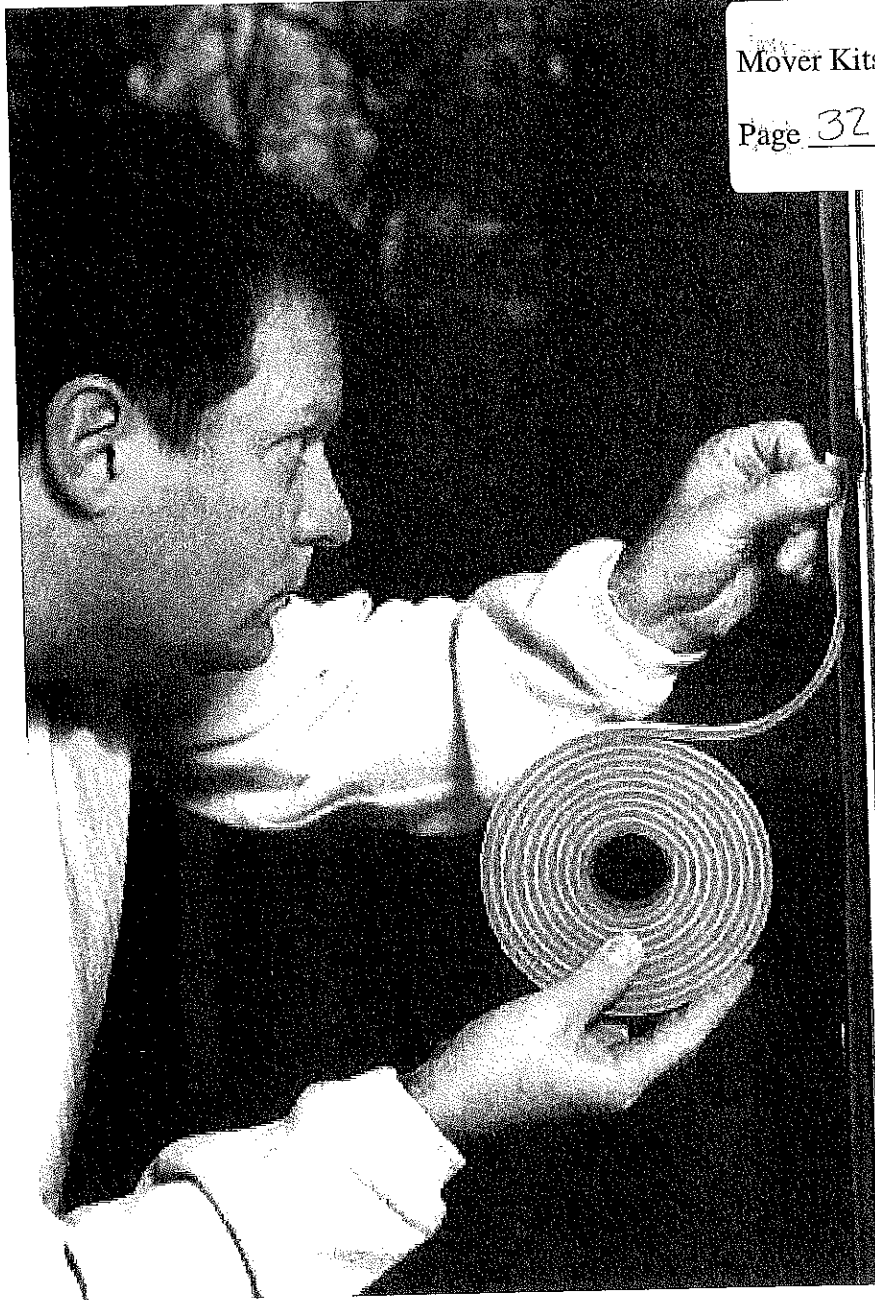
On the dials above, the reading is 97271. We determine the amount of energy you have used by subtracting the previous reading from the current one.

An electric meter registers your energy use in kilowatt-hours (kWh).

Xcel Energy must read your meter at least once a year. If you wish, we can send you an 11-month supply of the meter-reading forms. Or, you can provide us with a key so we can enter and read your meter when you aren't home. Call our Customer Service Center at 1-800-895-4999 to make arrangements and learn about measures we take to ensure that your key is safe.

METER TESTING

Xcel Energy conducts a regular program of periodic meter testing, and you are entitled to one free meter test a year. Additional testing may require you to pay a deposit, which we will refund if we find the meter is in error.



TO START OR STOP SERVICE

You can start or stop service with a simple phone call to the customer service number 1-800-895-4999. Xcel Energy charges the first time service is established or when it's reestablished. There is only one charge for any combination of electric services that Xcel Energy connects or reconnects at one time.

CONSERVING ELECTRICITY

There are steps you can take to save energy and to help reduce your electricity bill. 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 washing, and installing energy-efficient lighting.

Xcel Energy has programs to help both residential and business customers cut back on energy use.

We invite you to call the Customer Service Center or the Business Solutions Center for more information.

WHAT TO DO WHEN THE LIGHTS GO OUT

If your lights go out, first check with your neighbors or nearby businesses 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. Xcel Energy will replace fuses and reset circuit breakers, but there is a charge for the service call.

If your entire neighborhood is without service, the problem is probably on Xcel Energy lines. Please let us know immediately by calling the Xcel Energy **LIGHTS OUT** number 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, matches and a flashlight. A camping light might come in handy.

REMEMBER TO STAY AWAY FROM DOWNED WIRES

Xcel Energy employees are on duty around the clock, seven days a week to keep your electricity on. Outages aren't usually 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.
- Unplug appliances with transistors.

- Leave a light on so you'll know when your power is re
- If you see a downed electric wire, stay away from it. It will help us to restore your electricity more quickly.

WORKING SAFELY AROUND POWER LINES

Don't take power lines for granted. Be very careful when you work near or around them. Never allow a ladder, antenna, aluminum siding, rain gutters or other objects to touch electric wires. **Be Safe. Call Xcel Energy.**

When you're digging, call first to find out exactly where underground electric 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 home. Damages caused by customers who do not call before digging are paid for by the customer. **In South Dakota, you can call South Dakota ONE-CALL at 1-800-781-7474 to locate underground utility lines.** There is no fee for this service.



**ADDITIONAL IMPORTANT INFORMATION
FOR XCEL ENERGY CUSTOMERS**

On the following pages you will find information about your
Energy bill and these important categories:

- Your Xcel Energy bill
- Deposit and guarantee requirements
- City taxes
- Late payment charge
- Returned check charge
- Collection procedures and reconnect charge
- Notices of disconnection
- Disputed bills
- Emergencies, Inquiries and Complaints

YOUR XCEL ENERGY BILL

Once a month, Xcel Energy sends you a bill for the electricity 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 prorated 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. The Xcel Energy 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 Xcel Energy electricity you used this month
10. Amount of other authorized charges, such as HeatShare pledge
11. The current bill plus any balance remaining from previous bills
12. Location of special messages

Mover Kits

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22. Amount of current electric bill
23. The approximate date we plan to read your meter
24. Explanation of Xcel Energy's late payment charge
25. The date we prepared your bill

DEPOSIT AND GUARANTEE REQUIREMENTS

Xcel Energy might request a deposit from:

- A former customer whose service we disconnected for non-payment in the last year of service.
- A customer to whom Xcel Energy has mailed or delivered three or more disconnection notices in the last year of service.
- A customer who has a delinquent Xcel Energy account that is not in dispute.
- A new customer with unknown credit history.

Failure to provide a deposit in these cases could result in disconnection or refusal of service.

If Xcel Energy requires a customer deposit, it shall not exceed one-sixth of the estimated annual bill. Xcel Energy will give the customer a receipt for the deposit. Interest earned on the deposit, from the date of deposit, is applied to the customer's account in December of each year. A customer can establish satisfactory credit after 12 consecutive months of satisfactory payments.

At that time, Xcel Energy will refund the deposit, plus accrued interest. If service is terminated before credit is established, Xcel Energy will apply the deposit, plus interest, to the final bill and will refund any balance.

Xcel Energy may accept from residential customers a written guarantee of payment from another party in place of a deposit. For commercial customers, we may require a letter of credit or surety bond. Commercial customers also may be able to negotiate some other option with the company.

Residential and commercial customers may choose an early payment schedule in lieu of a deposit. Under this schedule, the customer pays each monthly bill within a maximum of five working days from the date of receipt. Xcel Energy may require customers to stay on this schedule until they establish satisfactory payment records. Upon evidence of unsatisfactory credit, the method of establishing credit becomes the company's choice.

CITY TAXES

Certain cities in Xcel Energy's service area require a city percentage of your monthly bill and we show it as a separate item. Xcel Energy collects the tax and pays it to the city.

LATE PAYMENT CHARGE

Xcel Energy assesses a late payment charge if we do not receive full payment by the date due. We will charge one percent of the unpaid portion and add the charge to the next month's bill.

RETURNED CHECK CHARGE

Xcel Energy charges \$15 for any payment by check or draft not honored or returned by a financial institution.

**COLLECTION AND NOTICE PROCEDURES
AND RECONNECT CHARGE**

The current portion of your utility 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**. It would advise you that your account is past due and that Xcel Energy may shut off your utility service unless the total amount of the bill is paid in full by the due date shown on the bill. If you have received an **Important Notice** and do not make a payment or arrangements for payment by the due date, we will send a **Disconnection Notice**. This is the final notice Xcel Energy sends before disconnecting your service for nonpayment. If it becomes necessary to disconnect your service for nonpayment, there is a reconnection charge.

DISCONNECTION NOTICE

If you receive a **Disconnection Notice**, to avoid the possibility of having your service shut off, you must pay it before the due date or make satisfactory arrangements with Xcel Energy. You have the right to pay a delinquent bill at any time prior to disconnection. The due date of a **Disconnection Notice** is 10 working days after Xcel Energy mails it to you.

Xcel Energy may waive the bill's due date and Disconnection Notice in cases of fraud or illegal use, or when there are clear indications that the customer is preparing to move. Then the bill becomes due and payable immediately.

The due date of a Disconnection Notice takes priority and should not be ignored, even if a bill is received later. If paying by mail, use the return envelope we provide for that purpose and include the top portion of the notice and your check or money order. Mail it at least five days before the due date.

Conditions Necessary for Disconnection of Service:

The following conditions must also occur before disconnection:

- Xcel Energy will disconnect only the class of service that is delinquent.
- Written notice will note the customer's right to appeal and where to appeal.
- The customer is unwilling to enter into a reasonable arrangement to pay a delinquent account.

- No bona fide or just dispute exists concerning the account. If a bona fide or just dispute exists, the customer shall not be defined as bona fide and just if a customer does not pay the undisputed portion of the account and, after notice of the right to do so, contact the PUC with the unresolved dispute within 10 working days after the disconnection notice transmittal date. Page 41 of 202

Notices of Disconnection

Disconnection notices contain the date on or after which disconnection will occur, the reason for disconnection, how to avoid disconnection, a notice of the customer's right to appeal to the PUC, and if the reason for disconnection is nonpayment of bills, a notice that credit arrangements can be made. Xcel Energy prints disconnection notices on customer bills.

Disconnection Procedures

Xcel Energy will not disconnect service on any Friday, Saturday, Sunday or legal holiday, or at any time when its business offices or the South Dakota PUC offices are not open.

If there is a landlord/tenant relationship and the meter is in the landlord's name, Xcel Energy will offer the tenant the opportunity to apply for service in his or her name prior to disconnection. Xcel Energy will not attempt to recover payment from a tenant for bills or charges the landlord owes, nor will it condition service to a tenant on the basis of bills or charges the landlord owes.

Xcel Energy will not disconnect service between Nov. 1 and March 31 without adding another 30 days to the normal disconnection date. We will notify the customer, before the normal disconnection date, of the additional 30 days.

Reason for Disconnection or Refusal of Service

Xcel Energy is reluctant to disconnect or refuse service, but there are situations that require it. They include:

- Nonpayment of a delinquent account.
- Failure to meet Xcel Energy credit requirements or to pay a deposit.
- Failure to make proper application for service. A proper application includes correct information about your past utility service, previous address and employment.

- Failure to allow Xcel Energy access to its equipment located at customer's premises for inspection, meter reading, maintenance or replacement of equipment. Page 42 of 202
- Violation of Xcel Energy rules on file with the PUC. These rules are available for inspection at Xcel Energy's Sioux Falls office and the PUC office in Pierre.
- Breach of service contract or failure to furnish information or equipment necessary to obtain service.
- Unauthorized diversion of utility service and unauthorized use of, or tampering with, Xcel Energy service equipment.
- A condition hazardous to the customer, or other Xcel Energy customers, to Xcel Energy's equipment or to the public.

You Cannot be Refused Service:

- Because of indebtedness to another utility or a debt for another class of service.
- For nonpayment of a bill for which you are a guarantor.
- Because the former occupant was delinquent.
- If you are living with someone indebted to the utility, in an attempt to force payment of that indebtedness, except in the same "indebted household" situation.

You Cannot be Disconnected for:

- Failure to pay for merchandise or special services purchased from Xcel Energy.
- Failure to pay for a different class of service received at a different location.

DISPUTED BILLS

A dispute concerning your bill or service might occur. If it does, you should immediately call the Xcel Energy customer service center. In most cases, we can resolve the dispute at that time. If not, Xcel Energy will investigate the dispute, tell you what we discover and try to reach a solution. If we cannot resolve the dispute, Xcel Energy will not disconnect your service if you pay the undisputed portion of the bill and appeal to the PUC for resolution of the dispute within 10 working days after we send you a disconnection notice.

EMERGENCIES, INQUIRIES AND COMPLAINTS

To report an emergency or make an inquiry or complaint to Xcel Energy, please call the appropriate number listed below.

24-Hour Customer Service	1-800-895-4999
Business Solutions Center	1-800-481-4700
Lights Out/Downed Lines	1-800-895-1999
Call Before You Dig	1-800-781-7474
TTY/TDD (Hearing Impaired Services)	1-800-895-4949
Internet	xcelenergy.com
South Dakota One Call	8-1-1

The South Dakota Public Utilities Commission regulates Xcel Energy, which is committed to equitable and nondiscriminatory application of its policies to all customer and applicants. The Commission is available for mediation and appeal.

South Dakota Public Utilities Commission
500 E. Capitol Ave.
Pierre, SD 57501-5070
1-605-773-3201 or 1-800-332-1782



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P. O. Box 988
Sioux Falls, SD 57101-0988
1-800-895-4999
www.xcelenergy.com

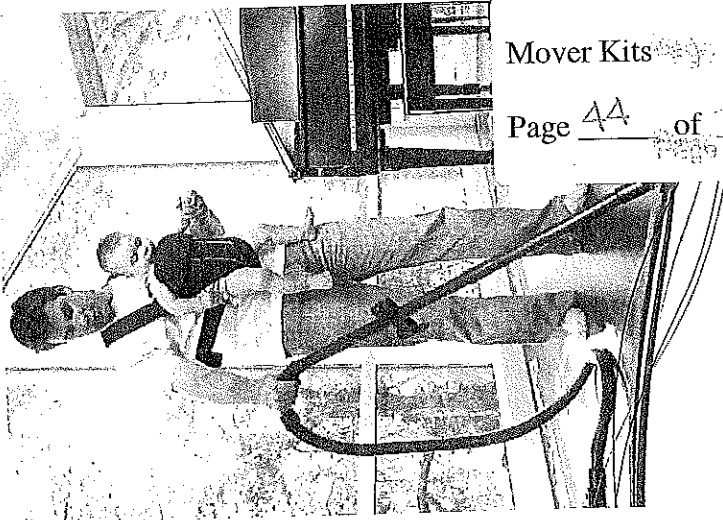
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10-05-301 05/10 CSS#1477



XCEL ENERGY SOUTH DAKOTA
Residential Electric Prices
 (Effective January 18, 2010)



Mover Kits

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HOW TO REACH US

South Dakota Electric Customers

24-Hour Emergency	1-800-895-1999
Electric Emergency/Power Outage	1-800-895-1999
Business Service	1-800-481-4700
Customer Service and Billing	1-800-628-2121
Builders Call Line	1-800-895-4989
Home Service	1-800-895-4949
24-Hour Customer Service and Billing	1-800-895-4949
TDD/TTY Support	8-1-1
Other	xcelenergy.com
Xcel Energy Employees and Departments	1-800-328-8226
Call Before You Dig/ South Dakota One Call	8-1-1
Web site	xcelenergy.com

Service Processing, Reconnection and Relock Charges

- \$12 charge for processing service changes
- \$22.50 reconnection charge to resume service after disconnection
- \$100 relock charge to resume service after unauthorized reconnection

Late Payment Charge

Past due amounts are subject to a late payment charge of 1 percent of the unpaid portion and this is applied to the next month's bill.

Returned Check Charge

Xcel Energy charges \$15 for any payments 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.

Underground Service Prices

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

Basic Service Charge \$9.50

Optional Services

You may sign up for any one of the optional electric services shown. Please call us at 1-800-895-4989 for more information and to help determine which service and rate are best for your electric needs.

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.

Fuel Cost Charge (FCC)

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.

City Fees

Xcel Energy collects fees for the communities of Fardora and Foresburg by including a surcharge on customer bills in these communities to cover part of the cost of providing street lighting.

Sales Tax

State sales tax applies to charges for utility service, Fuel Clause Adjustment, city fees and city sales taxes. The following cities charge a city sales tax: Alexandria, Artisan, Baltic, Brandon, Bridgewater, Canisota, Cannon, Carthage, Centerville, Chancellor, Crooks, Dell Rapids, Emery, Garretson, Harrisburg, Lennox, Marion, Minnre, Ramona, Salem, Sherman, Sioux Falls, Tea and Worthing.



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1-800-895-4999
 xcelenergy.com



1-800-895-4999
 xcelenergy.com

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 information and explain your service options. Please call us at 1-800-895-4999 for current prices or bill information. A description of terms is located on the back of your bill or visit our website at xcelenergy.com.

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, duplex, townhouse, condominium, etc. Your monthly bill will show:

\$7.50

Basic Service Charge

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
All kWh \$0.06931

October through May

First 1000 kWh \$0.05721

Excess kWh

Without electric space heating \$0.05222

With electric space heating \$0.03751

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. A minimum of 12 consecutive months is required for participation.</p>	<p>On-Peak times: 9 a.m. to 9 p.m., Monday through Friday. 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>Basic Service Charge \$9.50 Underground Basic Service Charge \$11.50 On-Peak Energy Charge per kWh: June through September \$0.15315 October through May without electric space heating \$0.11767 October through May with electric space heating \$0.10527 Off-Peak Energy Charge per kWh: All months \$0.01920</p>
<p>Residential Heat Pump Service This optional service is available to standard service customers with permanently connected and separately metered air or ground source heat pumps that are under Xcel Energy control. A minimum of 12 consecutive months is required for participation.</p>	<p>The customer's heat pump will normally be cycled on a schedule of 15 minutes on and 15 minutes off for six hours on high demand weekdays during summer months.</p>	<p>Basic Service Charge \$2.50 Energy Charge per kWh June through September \$0.05461 October through May \$0.03471</p>
<p>Controlled Air Conditioning Service (Saver's Switch®) This optional service is available to customers with central air conditioning that is under Xcel Energy's control. Participating customer may also add the controlled electric water heating option. Minimum term is 12 months.</p>	<p>The customer's equipment will normally be cycled on a schedule of 15 minutes on and 15 minutes off for six hours on high demand weekdays during summer months. Water heating may also be controlled during winter months.</p>	<p>Air Conditioning Credit (June through September) 15 Percent of Billed Energy and Fuel Cost Charges Water Heating Credit (January through December) 2 percent of Billed Energy and Fuel Cost Charges</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. A minimum of 12 consecutive months is required for participation.</p>	<p>Qualifying electric loads include dual fuel storage space heating, water heating 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 our system demands increase to the point where less efficient power plants are used or new peak demands are set.</p>	<p>Basic Service Charge \$2.50 Energy Charge per kWh \$0.03000 Optional Energy Charge is available to customers with heat pump installations for non-interruptible service during June through September billing months. Optional Energy Charge per kWh June through September \$0.06931 October through May \$0.03000</p>
<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. 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>	<p>Basic Service Charge \$2.50 Energy Charge per kWh Minimum Charge per month</p>
<p>Automatic Protective Lighting Service</p>	<p>This optional service is available to customers desiring nighttime security lighting.</p>	<p>Monthly Charge per Light 100 Watt Area Lighting 250 Watt Area Lighting 400 Watt Directional Lighting</p>



XCEL ENERGY SOUTH DAKOTA

Commercial & Industrial Electric Prices

(Effective January 18, 2010)

Other Information

This folder does not include all prices, rules and regulations. Complete rate schedules and terms and conditions for these and other optional rate services are available by calling the Xcel Energy Business Solutions Center at 1-800-481-4700.

All South Dakota business customers incur the following charges:

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.

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. For demand-metered Time of Day customers, the average Fuel Cost Charge is further divided into on-peak and off-peak charges.

City Fees

Xcel Energy collects fees for the communities of Fedora and Forsburg from Small General Service customers by including a surcharge on customer bills in these communities to cover part of the cost of providing street lighting.

Sales Tax

State sales tax applies to charges for utility service, Fuel Clause Adjustment, city fees and city sales taxes. The following cities charge a city sales tax: Alexandria, Artesian, Baltic, Brandon, Bridgewater, Canisota, Canova, Canton, Carthage, Centerville, Chancellor, Crooks, Dell Rapids, Emery, Garretson, Harrisburg, Lennox, Marion, Monroe, Ramona, Salem, Sherman, Sioux Falls, Tea and Worthing.

Service Processing, Reconnection and Relock Charges:

- \$12 charge for processing service changes
- \$22.50 reconnection charge to resume service after disconnection
- \$100 relock charge to resume service after unauthorized reconnection

Late Payment Charge

If your bill is not paid in full on the due date, a 1 percent late payment charge will be applied to the past due amount.

Returned Check Charge

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

Optional Energy Charge is available to customers with heat pump installations for non-interruptible service during June through September billing months.

June through September	\$0.09401
October through May	\$0.09300

Limited Off-Peak Service Prices -

Optional Service

This optional service is available to Xcel Energy customers with permanently connected loads that the customer or Xcel Energy would control and energize only from 10 p.m. to 6:30 a.m. daily. Charges vary by service phase and voltage.

Basic Service Charge	\$2.80
Secondary Voltage-Single Phase	\$4.70
Secondary Voltage-Three Phase	\$25.00
Primary Voltage	

Minimum Charge per month	\$7.00
Secondary Voltage-Single Phase	\$11.00
Secondary Voltage-Three Phase	\$60.00
Primary Voltage	

Energy Charge per kWh	\$0.01720
Secondary Voltage	\$0.01640
Primary Voltage	

Automatic Protective Lighting Service Prices-Optional Service

This optional service is available to customers desiring nighttime security lighting.

Monthly Charge per Light:	\$6.53
100 Watt Area Lighting	\$12.16
250 Watt Area Lighting	\$13.66
250 Watt Directional Lighting	\$17.80
400 Watt Directional Lighting	

HOW TO REACH US

South Dakota Electric Customers

24-Hour Emergency Electric Emergency/Power Outage 1-800-865-1939

Business Service Customer Service and Billing 1-800-481-4700

Builders Call Line 1-800-628-2121

Home Service 24-Hour Customer Service and Billing 1-800-865-4999

TDD/TTY Support 1-800-865-4949

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

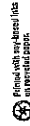
Call Before You Dig! South Dakota One Call 8-1-1

Web site xcelenergy.com



1-800-865-4999
xcelenergy.com

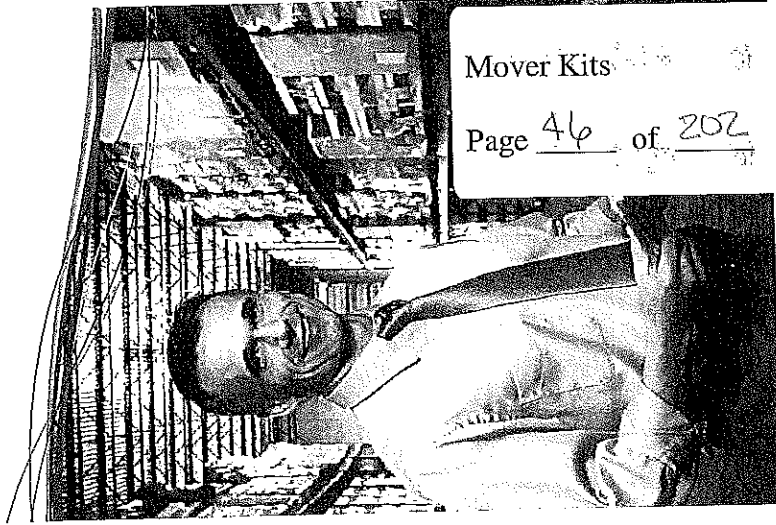
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Mover Kits

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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. This brochure simplifies rate information and explains your service options. Please call the Xcel Energy Business Solutions Center at 1-800-481-4700 for current prices or bill information. For a current description of terms, check the back of your bill.

This folder lists Xcel Energy's electric prices as approved by the South Dakota Public Utilities Commission, effective January 18, 2010.

Electric Commercial and Industrial (C&I) 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.

Small General Service Prices

This service is available to any nonresidential customer for single- or three-phase electric service supplied through one meter where the maximum demand requirement is less than 25 kilowatts (kW). The Basic Service Charge of \$8.20 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:	\$0.05401
June through September	\$0.05201
October through May	

General Service Prices

This service is available to any nonresidential customer for single- or three-phase electric service. This is a demand-metered service supplied at these nominal voltages.

- Secondary - single- or three-phase from 208 volts (V) up to 2,400 V
- Primary - three-phase from 2,400 V up to 69,000 V
- Transmission Transformed - three phase from 2,400 up to 69,000 V where service is provided at Xcel Energy's disconnecting device at a distribution substation transformer
- Transmission - three phase at 69,000 V or higher

Basic Service Charge	\$18.00
Demand Charge per kW:	
June through September	\$9.86
October through May	\$6.86
Energy Charge per kWh:	\$0.02983
Energy Charge Credit per kWh:	\$0.00650

Energy Charge Credit applies to kWh energy used in excess of 360 hours times the billing kW, based on a 30-day month.

The demand charge is applied to each month's billing kW, which is the maximum 15-minute average actual kW demand measured during the billing month, rounded to the nearest whole number. Billing demand is adjusted upward if the power factor shown on the bill is below 90 percent, by dividing actual kW by the power factor and multiplying by 90 percent. However, monthly billed kW will never exceed the kW value determined by dividing billed kW sales by 75 hours, based on a 30-day month. If the billing demand is less than 25 kW for 12 consecutive months, you have the option to transfer to Small General Service.

Services at Higher Voltages:

The above prices except for the Energy Charge Credit are reduced by the following Voltage Discounts:

	Per kW	Per kWh
Primary	\$0.80	\$0.0008
Transmission Transformed	\$1.50	\$0.0014
Transmission	\$2.00	\$0.0020

TIME-OF-DAY SERVICE OPTION

SMALL GENERAL TIME OF DAY SERVICE OPTION

Under this 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.

Minimum service period: 12 consecutive months

On-Peak: 9 a.m. to 9 p.m. Monday through Friday

Off-Peak: 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.

Basic Service Charge	\$21.00
On-Peak Period Demand Charge per kW	\$10.20
June through September	\$9.86
October through May	\$6.86
Off-Peak Period Demand in Excess of On-Peak Period Demand per kW	\$2.00
Energy Charge per kWh	\$0.05030
On-Peak	\$0.08194
Off-Peak	\$0.01984
Energy Charge Credit	

If service is other than Secondary Voltage, General Service Voltage Discounts are applicable to the above prices except for the Energy Charge Credit. A customer may split service between General Service and General Time-of-Day Service in limited applications with Xcel Energy approval. Call your Xcel Energy office for further information.

Optional Electric Services

Please call the Xcel Energy Business Solutions Center at 1-800-481-4700 to help determine which service and rate are best for your electric needs and to sign up for an optional service.

Peak and Energy Controlled Rate Options

These options offer discounted prices for C & I customers willing to interrupt a portion of their service when asked to do so. Please contact Xcel Energy for information on these and other rate options.

Controlled Air Conditioning Service Prices - Optional Service

This optional service is available to customers with central air conditioning that is under Xcel Energy's control. Xcel Energy will normally control air conditioners on a schedule of 15 minutes on and 15 minutes off during high demand summer days. Other control times may occasionally occur. If you select this service, you must remain on this service for a minimum of one year. 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 credit is equal to \$5 per ton of controlled air conditioning provided that total energy use is not less than 2,000 kWh per month.

Energy-Controlled Service (Non-Demand Metered) Prices - Optional Service

This optional service is available to Xcel Energy customers with permanently connected, separately served, interruptible electric heating loads of 10 kW to 50 kW that are under Xcel Energy's control. 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. When Xcel Energy's system demand increases to near the level where we need to use less efficient power, electric service is interrupted. Alternate fuel to supply heat service, you must remain on it for a minimum of one year.

Basic Service Charge	
Energy Charge per kWh	

Mover Kits



**Sign up for more
simple tips for saving energy**

When you use the **Home Energy Analyzer** you can sign up to receive our free quarterly e-newsletter, **Energy Efficient Living**. The newsletter includes seasonal energy-efficiency tips and product updates that can help you save energy and money. Each issue is customized to your particular needs, based on the information provided in the **Home Energy Analyzer**.


*The more you know,
the less you'll spend.
It's that easy.*

Visit xcelenergy.com/InfoSmart/
to use the **Home Energy Analyzer**.



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**Find out how your home's
energy efficiency stacks up
with our easy-to-use online tools.
xcelenergy.com/InfoSmart/**

It's amazing how a few simple changes can make a big difference in your energy bill. It's not just about using energy less. It's about using energy smarter. And we can help.

InfoSmart from Xcel Energy is our suite of easy-to-use online tools that can help you better understand and manage your energy costs with specific, customized recommendations. You can choose from simple solutions to bigger challenges to make your home more comfortable and energy efficient.

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 your usage compares to similar homes in your area.

You'll also receive customized energy-saving recommendations categorized by the financial investment required and how much you'll save – making it easy to see which upgrades are right for you. If some suggestions aren't cost effective for your home, we'll tell you that, too.

Energy Calculators– Find out how much you currently spend on your heating system, water heater, household lighting, washer/dryer, refrigerator and more. Then find out how much it would cost to upgrade to more efficient equipment and how much you'll save in the long run. You can even calculate your carbon footprint.

ENERGYsmart Library – For detailed information and advice on everything from furnace maintenance to weather-stripping to ENERGY STAR® homes. There's also a section on energy safety for you and your family.



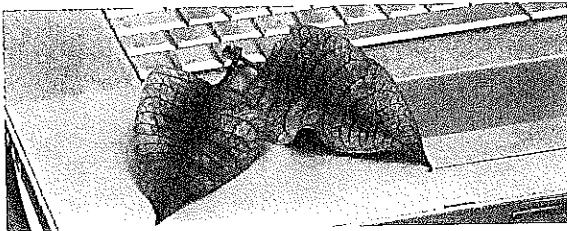
Seal up the savings. Visit xcelenergy.com/InfoSmart/ to access our interactive and user-friendly online tools.

What you'll need to complete program set-up

We'll work with you closely through each step of the process. Refer to the forms at xcelenergy.com/EFT or call our Business Solutions Center at 1-800-481-4700 if you'd like assistance. Here's a brief list of what you'll need to have on hand.

FOR EFT:

- EDI-820 software capabilities (software purchased by your company or as a service provided by your bank)
- Correctly formatted ACH remittance details (See the back page of the *Electronic Funds Transfer Customer Information Form* found at xcelenergy.com/EFT.)
- Assurance from your payment processor that it can handle EDI-820 transactions (Most do; it's very common.)



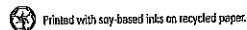
THE BUSINESS BENEFITS OF REDUCING PAPER USE

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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Electronic Funds Transfer (EFT)

Convenience and control for your
business; easier on the environment

Streamline your billing processes with EFT

EFT (Electronic Funds Transfer or EDI-820) is a free* program we offer to our business customers. Electronic payments give you complete control over the timing and amount of payments, minimizing cash management efforts and maximizing the use of funds.

Pay your energy bills securely with EFT

Great for any business customer who wants to pay bills electronically

With EFT in a CTX format, **you choose** when you directly transfer money from your bank account to Xcel Energy using the Automated Clearing House (ACH) network that is part of the Federal Reserve Bank system. EFT is easy to set up and allows you to:

- Manage your cash flow better with complete control over both the timing and amount of payments.
- Reduce operating expenses and administrative costs associated with the check writing process and account reconciliation procedures.
- Eliminate costs, fees and interest charges associated with paper check processing and late payments, stop payment charges and check re-issuing costs.
- Use fewer resources as you reduce paper transactions and help the environment.

How EFT works

You make transactions using the Automated Clearing House (ACH) network that is part of the Federal Reserve Bank system. We accept Corporate Trade Exchange (CTX) file formats. As a result, you'll be able to pay your Xcel Energy bill using your CTX software or through a third party vendor that has CTX capabilities.

If you're using EFT with other vendors, you're probably already familiar with the software packages available. If you need assistance locating a software package, please contact your bank or the National Automated Clearing House Association (NACHA) at 703-561-1100.

The process is easy

- Obtain the capability to transmit CTX formatted EDI-820 payments through your own purchased software or through a payment processor like your bank.
- Complete and return the *Electronic Funds Transfer Customer Information Form* found at xcelenergy.com/EFT.
- We'll then send you our banking information for your service location.



Go to our Web site to get started

Visit xcelenergy.com/EFT to download the *EFT Customer Information Form*. Return the completed form to us as indicated and we'll follow up by sending you our banking information and arranging for testing of the data transmission process.

* Xcel Energy does not charge a fee to transmit or receive data, however you may need to set up tools to receive our billing and remittance data, which could include 3rd-party software, hardware, or payment processor charges.

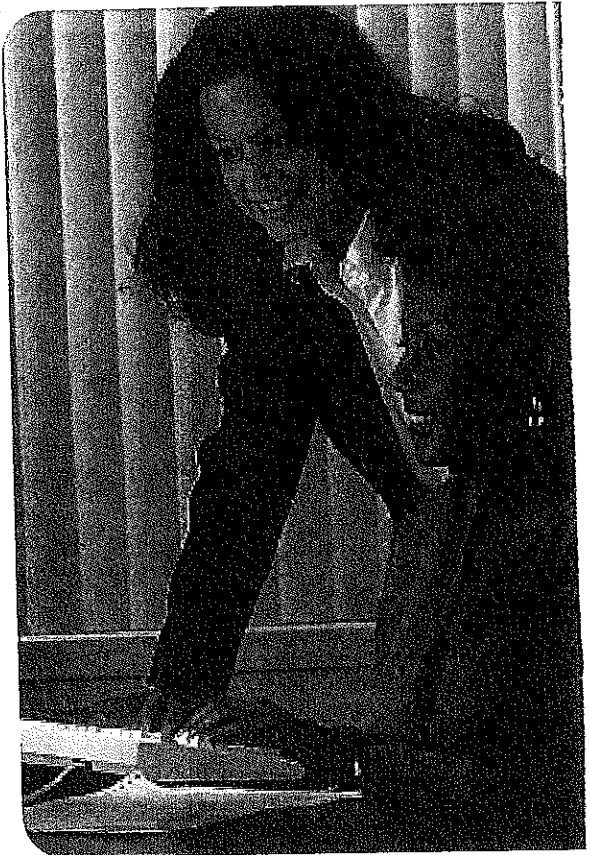
Go to our Web site to get started

For EDI, visit xcelenergy.com/EDI and click on *EDI-810 Requirements technical document* to download documents about data transmission. Next, click on the region where you do business and print, sign and return the EDI Trading Partner Agreement. We'll then work with you to successfully test your EDI billing connection before we stop sending you paper bills.

For EFT, visit xcelenergy.com/EFT and click on the link to download the EFT Customer Information Form. Return the completed form to us as indicated and we'll follow-up by sending you our banking information and arranging for testing of the data transmission process.

Electronic Billing and Payments

GOOD FOR YOUR BUSINESS
AND THE ENVIRONMENT



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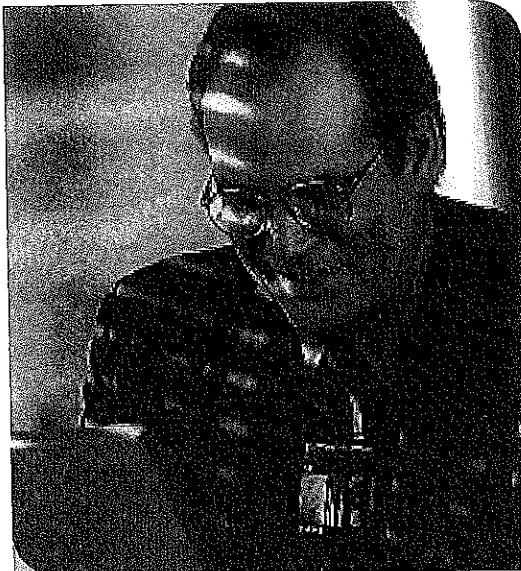


Streamline your billing processes with EDI & EFT

EDI (Electronic Data Interchange or EDI-810) and EFT (Electronic Funds Transfer or EDI-820) are free* programs from Xcel Energy.

TOGETHER, these programs provide your business with secure, reliable and faster electronic monthly transactions while giving you the opportunity to save on material and labor costs. You'll have next-day receipt of your bills and control over both the timing and amount of payments.

By changing to a paperless system that is environmentally friendly, your company not only saves filing space but it also demonstrates your commitment to preserving natural resources.



To learn more, please contact your Xcel Energy account manager or call our Business Solutions Center at 1-800-481-4700.

Receive your energy bills electronically with EDI

If using an electronic payment process is right for your business, you may also want to sign-up to get your bill electronically.

- Get more time to review, analyze and pay your bill starting the day after your account bills.
- Reduce operating expenses and administrative costs and errors associated with paper bills.
- Easily move billing information to your electronic data environment for analysis, sharing, storage and retrieval.
- Eliminate time and labor costs related to re-keying paper bills into your system.

Pay your energy bills securely with EFT

With EFT in a CTX format, you choose when you directly transfer money from your bank account to Xcel Energy using the Automated Clearing House (ACH) network that is part of the Federal Reserve Bank system -- allowing you to:

- Manage your cash flow better with complete control over both the timing and amount of payments.
- Reduce operating expenses and administrative costs associated with the check writing process and account reconciliation procedures.
- Eliminate costs, fees and interest charges associated with paper check processing and late payments, stop payment charges and check re-issuing costs.

* Xcel Energy does not charge a fee to transmit or receive data, however you may need to set up tools to receive our billing and remittance data, which could include 3rd-party software, hardware, or payment processor charges.



What you'll need to complete enrollment

We'll work with you closely through each step of the process. Refer to the forms on our Web site or call 1-800-481-4700 if you'd like assistance. Here's a brief list of what you'll need to have on hand.

FOR EDI:

- EDI-810 translation software (standardized, cost-effective and set up by your company), available from an EDI software vendor
- 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. Various vendors provide these.

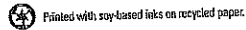
FOR EFT:

- EDI-820 software capabilities (software purchased by your company or as a service provided by your bank)
- Correctly formatted ACH remittance details (See the back page of the Electronic Funds Transfer Customer Information Form found at xcelenergy.com/EFT.)
- Assurance from your payment processor that it can handle EDI-820 transactions (Most do; it's very common.)



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Electronic Billing and Payments

GOOD FOR YOUR BUSINESS
AND THE ENVIRONMENT

Streamline your billing processes with EDI & EFT

EDI (Electronic Data Interchange or EDI-810) and **EFT** (Electronic Funds Transfer or EDI-820) are free* programs we offer to our business customers.

Together, these programs provide your business with secure, reliable and faster electronic monthly transactions while giving you the opportunity to save on material and labor costs.

Receive your energy bills electronically with EDI

Ideal for larger customers with several accounts and/or facility locations

By signing up to receive your bills electronically, you can:

- Get more time to review, analyze and pay your bill starting the day after your account bills.
- Reduce operating expenses and administrative costs and errors associated with paper bills.
- Easily move billing information to your electronic data environment for analysis, sharing, storage and retrieval.
- Eliminate time and labor costs related to re-keying paper bills into your system.



Pay your energy bills securely with EFT

Great for any business customer who wants to pay bills electronically

With EFT in a CTX format, you choose when you directly transfer money from your bank account to Xcel Energy using the Automated Clearing House (ACH) network that is part of the Federal Reserve Bank system. EFT is easy to set up and allows you to:

- Manage your cash flow better with complete control over both the timing and amount of payments.
- Reduce operating expenses and administrative costs associated with the check writing process and account reconciliation procedures.
- Eliminate costs, fees and interest charges associated with paper check processing and late payments, stop payment charges and check re-issuing costs.

Go to our Web site to get started

For EDI, visit xcelenergy.com/EDI and click on EDI-810 Requirements technical document to download documents about data transmission. Next, click on the region where you do business and print, sign and return the EDI Trading Partner Agreement. You'll need EDI-810 software capabilities, either from software purchased from a vendor or through a service provided by your bank. We'll work with you to successfully test your EDI billing connection before we stop sending you paper bills.

For EFT, visit xcelenergy.com/EFT and click on the link to download the EFT Customer Information Form. Return the completed form to us as indicated and we'll follow-up by sending you our banking information and arranging for testing of the data transmission process.

* Xcel Energy does not charge a fee to transmit or receive data, however you may need to set up tools to receive our billing and remittance data, which could include 3rd-party software, hardware, or payment processor charges.



What you'll need to complete program set-up

We'll work with you closely through each step of the process. Refer to the forms on our Web site or call 1-800-481-4700 if you'd like assistance. Here's a brief list of what you'll need to have on hand.

FOR EDI:

- EDI-810 translation software (standardized, cost-effective and set up by your company), available from an EDI software vendor
- 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. Various vendors provide these.

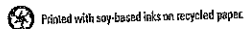
FOR EFT:

- EDI-820 software capabilities (software purchased by your company or as a service provided by your bank)
- Correctly formatted ACH remittance details (See the back page of the *Electronic Funds Transfer Customer Information Form* found at xcelenergy.com/EFT.)
- Assurance from your payment processor that it can handle EDI-820 transactions (Most do; it's very common.)



RESPONSIBLE BY NATURE™

1-800-481-4700
xcelenergy.com



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09-11-014 | 01/10 | 00070685

**Electronic Billing
and Payments**

**GOOD FOR YOUR BUSINESS
AND THE ENVIRONMENT**

Streamline your billing processes with EDI & EFT

EDI (Electronic Data Interchange or EDI-810) and **EFT** (Electronic Funds Transfer or EDI-820) are free* programs we offer to our business customers.

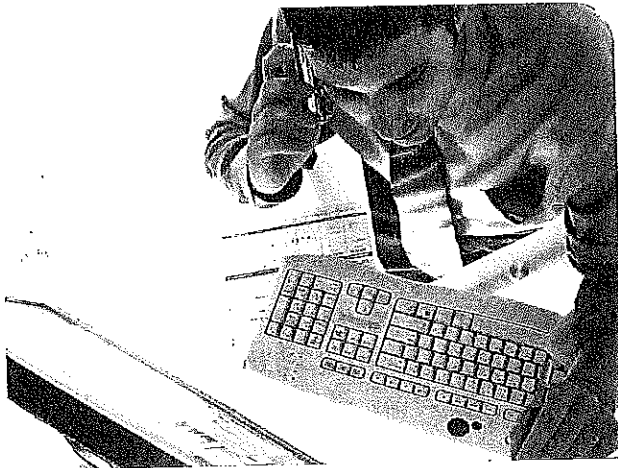
Together, these programs provide your business with secure, reliable and faster electronic monthly transactions, helping you save on material and labor costs – all while you help the environment by reducing paper transactions.

Receive your energy bills electronically with EDI

Ideal for larger customers with several accounts and/or facility locations

By signing up to receive your bills electronically, you can:

- Get more time to review, analyze and pay your bill starting the day after your account bills.
- Reduce operating expenses and administrative costs and errors associated with paper bills.
- Easily move billing information to your electronic data environment for analysis, sharing, storage and retrieval.
- Eliminate time and labor costs related to re-keying paper bills into your system.



Pay your energy bills securely with EFT

Great for any business customer who wants to pay bills electronically

With EFT in a CTX format, **you choose** when you directly transfer money from your bank account to Xcel Energy using the Automated Clearing House (ACH) network that is part of the Federal Reserve Bank system. EFT is easy to set up and allows you to:

- Manage your cash flow better with complete control over both the timing and amount of payments.
- Reduce operating expenses and administrative costs associated with the check writing process and account reconciliation procedures.
- Eliminate costs, fees and interest charges associated with paper check processing and late payments, stop payment charges and check re-issuing costs.

Go to our Web site to get started

For EDI, visit xcelenergy.com/EDI and click on *EDI-810 Requirements technical document* to download documents about data transmission. This describes the format of the data we will send to you. Next, click on the region where you do business and print, sign and return the *EDI Trading Partner Agreement*. You'll need EDI-810 software, which is offered by many vendors. We'll work with you to successfully test your EDI billing connection before we stop sending you paper bills.

For EFT, visit xcelenergy.com/EFT and click on the link to download the *EFT Customer Information Form*. Return the completed form to us as indicated and we'll follow up by sending you our banking information and arranging for testing of the data transmission process.

* Xcel Energy does not charge a fee to transmit or receive data, however you may need to set up tools to receive our billing and remittance data, which could include 3rd-party software, hardware, or payment processor charges.

Make Those Piles of Paper Disappear

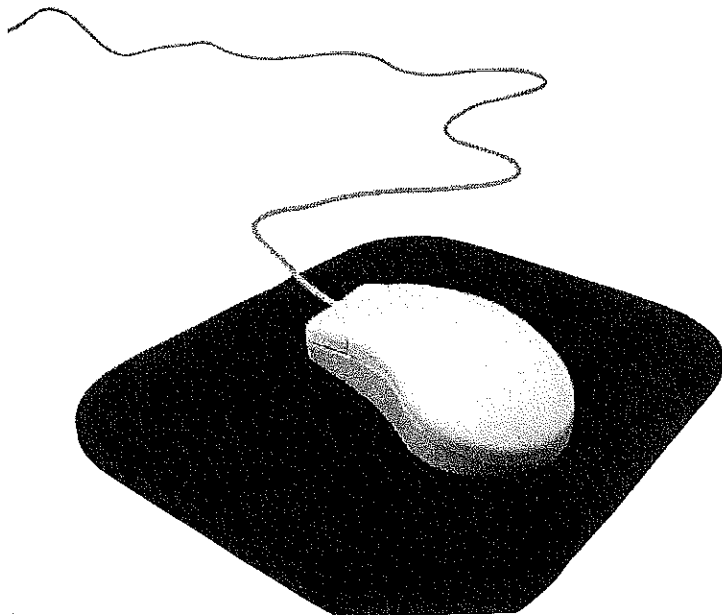
Join the more than half-a-million Xcel Energy customers who are choosing paperless billing. It's safe, simple and free. And, when you sign up for **Online View & Pay**, you'll not only clear the clutter in your own home, you'll keep unwanted paper out of the landfill.

Online View & Pay allows you to see and pay your monthly bill over the Internet in a secure environment. It gives you access to your last 12 bills as you build your history. Each month you'll receive an email telling you your bill is ready, what you owe, and when it's due. Then, after reviewing the bill online you just choose "Pay" to initiate a bank withdrawal. That's it.

Enroll in Online View & Pay

Visit xcelenergy.com/onlineviewandpay to sign up today. 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 indicated.

Once enrolled, you'll receive future monthly energy bills over the Internet. Reviewing and paying your bills electronically eliminates the need for us to exchange paper. You'll also have access to various notices and the Energy Update newsletter in a paperless, electronic format.



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.

Sign up for Auto Pay

Use the form on back and return it to us.

Or, to sign up online, 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
or call us at 1-800-895-4999.

SIGN-UP TODAY for AUTO PAY and/or AVERAGED MONTHLY PAYMENT

Please complete the information below.

Name: _____

Phone: (____) _____

Address: _____

City: _____

State: _____ ZIP: _____

E-mail*: _____

* By providing your e-mail address, you are granting Xcel Energy permission to send further e-mails regarding our programs and services.

Xcel Energy account number for the name listed above

		-										-	
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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 _____

Bank Account Number _____

Routing (ABA) Number _____

Signature _____

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

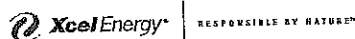
Important: To complete the Auto Pay application, you must include one of the following items:

- Checking (I have included a **voided check** with my application)
- Savings (I have included a blank **savings deposit slip**)

YES, please sign me up for AVERAGED MONTHLY PAYMENT today. I understand this authorizes 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.

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 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.

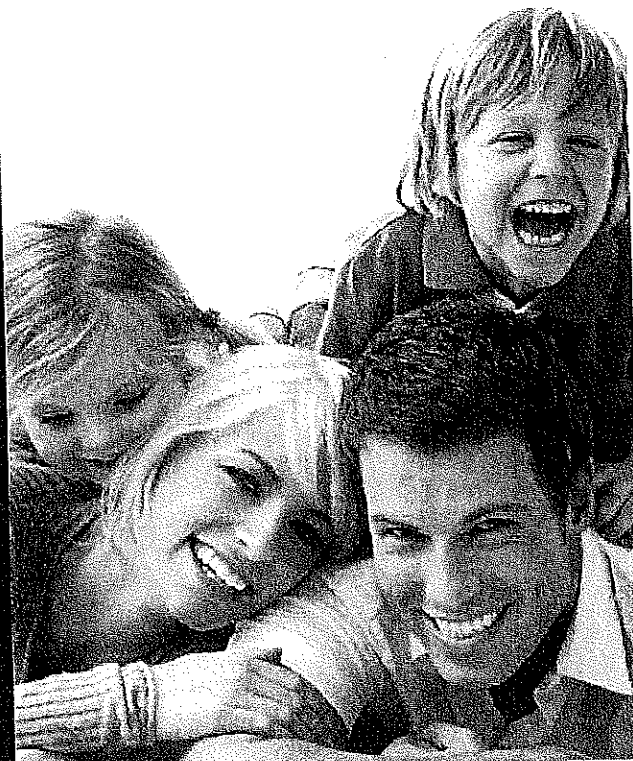


1-800-935-4589
xcelenergy.com

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09-05-312 7/09 1.4M 00067287



Sign-up for our Free Billing and Payment Programs



Budgeting Made Easy

Take the guesswork out of budgeting your monthly energy expenses with these easy solutions from Xcel Energy:

- Averaged Monthly Payment
- Custom Due Date
- Auto Pay

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 may 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 then a "true-up" 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.

* Automatic periodic adjustments are not available in Texas. To request a mid-year adjustment, please call Xcel Energy at 1-800-895-4999.

** Bill amounts may vary based on changes in energy use and rates.

You choose the date your bill is due

Custom Due Date allows you to choose a monthly payment due date that fits better with your schedule. You can change the due date once a year. There is no cost for this option, and it will not affect your billing or payment method.



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

Averaged Monthly Payment & Auto Pay

Use the form on back and return it to us.

Or, 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.

Custom Due Date

To customize your payment due date, call 1-800-895-4999.

The bottom line?

With Xcel Energy's Auto Pay, you can simplify your billing and save money.

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

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

Please complete the information below.

Name: _____

Phone: (_____) _____

Address: _____

City: _____

State: _____ ZIP: _____

E-mail*: _____

*By providing your e-mail address, you are granting Xcel Energy permission to send further e-mails regarding our programs and services.

Xcel Energy Account Number

		-																	
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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: _____

Bank Account Number: _____

Routing (ABA) Number: _____

Signature: _____

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

Important: To complete the Auto Pay application, you must include one of the following items:

Checking (I have included a **voided check** with my application)

Savings (I have included a blank **savings deposit slip**)

YES, please sign me up for AVERAGED MONTHLY PAYMENT today. I understand this authorizes 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.

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, Auto Pay Plan, P.O. Box 59, Minneapolis, MN 55440-0059.

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.

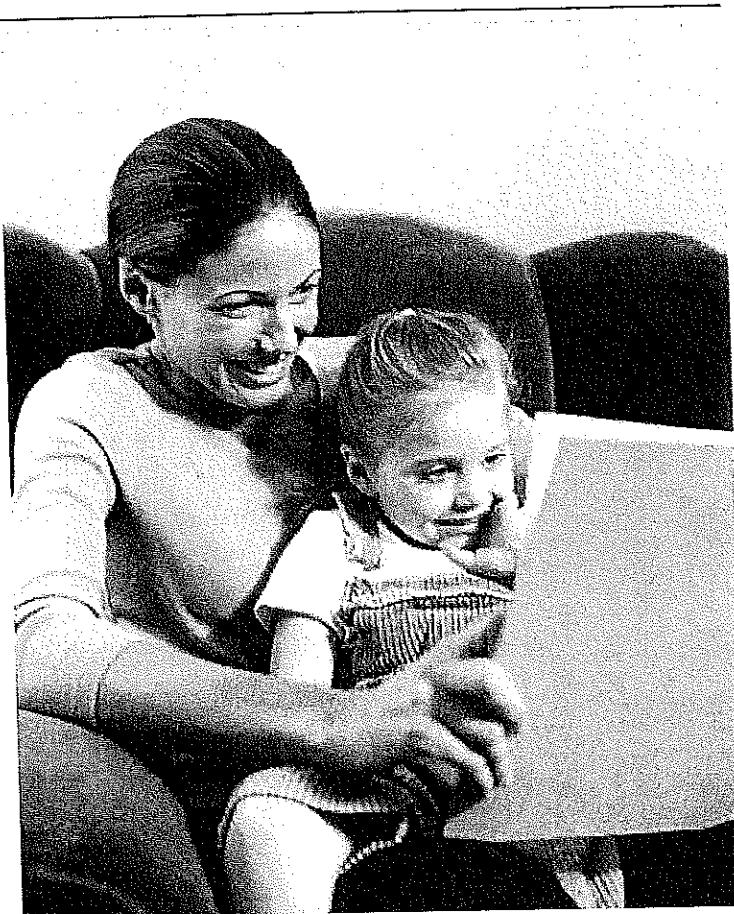


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6/10 | 00073461



Spend
More Time Playing
And Less Time Paying

Simplify Your Life with convenient payment options from Xcel Energy

We offer a variety of ways to help you save time, manage your budget, and provide you with greater flexibility with our payment and billing options—brought to you by *PaySmart from Xcel EnergySM*.

Auto Pay is a free and convenient way to 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.

Averaged Monthly Payment is a free program that spreads out your cooling and heating costs over an entire year. After one year, we will settle any differences between the energy you used and the energy you paid for.

Pay By Phone allows you to 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.

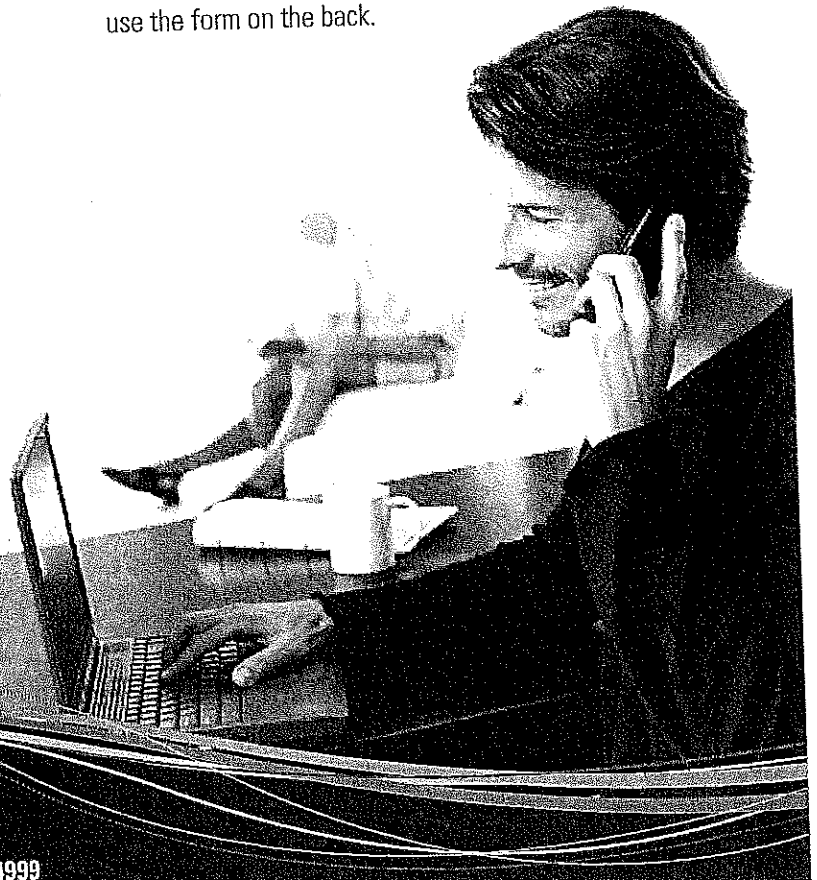
With **Pay Stations**, you can make your payment while shopping or banking. For convenient locations near you, visit xcelenergy.com or call us at the number below. A third-party convenience fee applies.

With **Credit/Debit Card Payment**, make your payment online or by phone using your major credit or debit card through our partnership with NCO Financial Systems. Pay online at xcelenergy.com or by calling NCO at 1-800-656-8439. A third-party convenience fee applies. Not available in Texas.

Custom Due Date allows you to choose a payment due date that fits better with your own monthly payment schedule.

Enrollment is Easy

You can sign-up for any of these payment options by calling us at 1-800-895-4999. Online enrollment is also available for many of our programs at xcelenergy.com/paysmart. For Auto Pay or Averaged Monthly Payment, you may also use the form on the back.



Learn More

To learn more about any of these payment options
visit xcelenergy.com/paysmart or call us at 1-800-895-4999

AUTO PAY IS FOR PEOPLE
WITH BETTER THINGS TO DO THAN
MAIL US A CHECK EVERY MONTH

Xcel Energy's Auto-Pay program is the simple way to have your monthly energy payments automatically withdrawn from your bank on the day you bill. It's impossible to forget your account is always paid on time. And you can check your online bill, view Auto-Pay when you log on, and pay your Xcel Energy bill online. Visit www.xcelenergy.com for details and to sign up.



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TIME-OF-DAY SAVINGS

BENEFITS

- 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.

CONSIDERATIONS

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

Questions?
We're available 24 hours every day at 1-800-895-4999

Visit xcelenergy.com/energysavings to find energy- and money-saving tips and resources.



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

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10-04-337 4/2010 CRS 1862



TIME-OF-DAY SERVICE RATES & AVAILABILITY

Summer = Jun - Sep Winter = Oct - May

State	Rate	Monthly Charge	Season	On-Peak	Off-Peak	Rate: ¢/kWh	12-Hr, M-F On-Peak	Start Time Choices
Minnesota	A02 (Overhead)	\$8.50	Summer	16.358	1.92	1.92		9 a.m.
	A04 (Underground)	\$10.50 (Non-Htg)	Winter (Non-Htg)	13.71	1.92	1.92		
North Dakota	D02 (Overhead)	\$11.00	Summer	11.761	1.861	1.861		9 a.m.
	D04 (Underground)	\$13.00 (Non-Htg)	Winter (Space Htg)	10.921	1.92	1.92		
South Dakota	E02 (Overhead)	\$9.50	Summer	15.351	1.92	1.92		9 a.m.
	E04 (Underground)	\$11.50	Winter (Non-Htg)	11.767	1.92	1.92		
Wisconsin	B02/Rg-2	\$8.00 (1-Phase)	Summer	19.856	5.0793	5.0793		8 a.m.; 8:30 a.m.; 9 a.m.
	CO2/MP-2	\$6.75 (TOD) (Meter)	Winter (Space Htg)	10.527	1.92	1.92		
Michigan		\$10.00 (Interval)	Annual	12.520	2.950	2.950		7 a.m.; 7:30 a.m.; 8 a.m.; 8:30 a.m.; 9 a.m.
		(3-Phase) (Meter)	Winter	18.336	5.0793	5.0793		

*If you use electricity during peak times while on the Time-of-Day plan, you pay a rate that is higher than standard residential rates. Rates are subject to resource and/or fuel adjustments, city fees and taxes where applicable. Rates may change upon PUC approval. You must remain on the plan chosen for a minimum of one year. After one year you may change your peak period selection. All times except 9 a.m.-9 a.m. have limited enrollment. Weekends and the following holidays are always off-peak hours: 24 hours a day: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Michigan rate includes supply and energy charges.

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

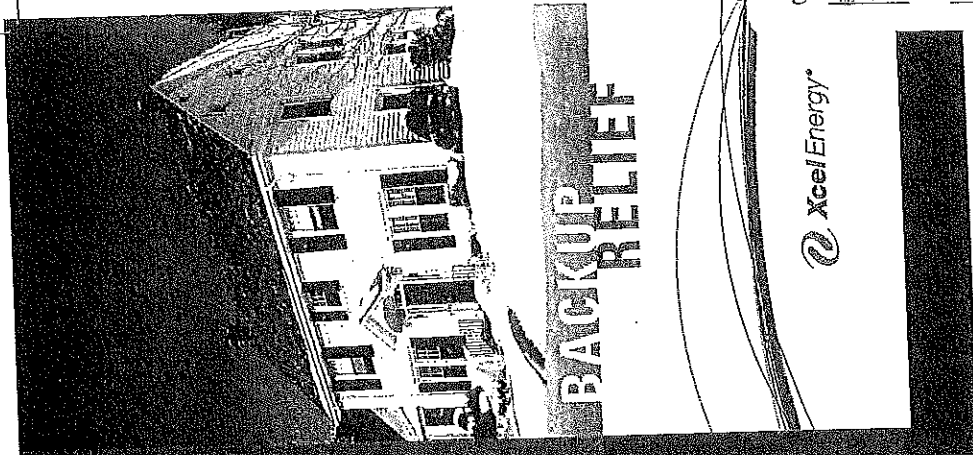
If you use at least 650 kWh per month of electricity, you could benefit from Time-of-Day service. You'll see the greatest benefit if you use electric heat or electric water heating.

Requirements

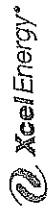
We will remove your existing meter and replace it with a Time-of-Day meter that records the time and amount of electricity used.

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.
- Learn more at xcelenergy.com. Start by clicking on Residential, then Programs and Resources, and Electric Heat Options.



BACKUP RELIEF



Visit xcelenergy.com/energysavings to find energy- and money-saving tips and resources.

BACKUP RELIEF RATES & AVAILABILITY (ENERGY CONTROLLED SERVICE)

State	Rate	Summer = Jan - Sep Winter = Oct - May		Standard (All Year)	Rate: # kWh	
		Monthly	Summer		Summer	Winter
Minnesota	A05	\$3.00	3,050	3,050	7,363	3,050
Avg. Fuel Cost**		2.46	2.46	2.46	2.46	2.46
North Dakota	D05	\$4.20	2,519	2,519	5,573	2,519
Avg. Fuel Cost**		2.35	2.35	2.35	2.35	2.35
South Dakota	E05 (Heat Pump)	\$2.80	5,461	3,471	N/A	N/A
Avg. Fuel Cost**		\$2.80	3.00	3.00	6.931	3.00
	F10		2.43	2.43	2.43	2.43

The rate and the average fuel cost must be added together to calculate the kWh charge.

*Rates are subject to resource and/or fuel adjustments; city fees and taxes where applicable. All rates are per kWh connected interruptible load of up to 10 kW, which is under company control. Rates may change upon RFP approval.

** Average fuel cost for May 2009 through April 2010

TABLE OF RESPONSIBILITY

Item/Description	Responsibility	Remarks/Notes
Permits and Inspections	Customer	N/A
Overhead Service Drop	Xcel Energy	Xcel Energy
Underground Service Lateral (Residential)	Xcel Energy	Xcel Energy
Underground Service Lateral (Commercial) (except WI and MI)	Customer	Customer
Service Entrance Conduit	Customer	Customer
Meter Sockets	Customer	Customer
NEMA 3R Junction Box	Customer	Customer
Load Control Device	Xcel Energy	Customer
Conduit and Conductor for Load Control Device	Customer	Customer
Supply Voltage for Load Control Device	Customer	Customer
Billing Meter	Xcel Energy	Xcel Energy
Load Side Conduit and Conductor	Customer	Customer

Questions?
We're available 24 hours every day at 1-800-895-4999



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Northern States Power Company-Wisconsin
Xcel Energy Company
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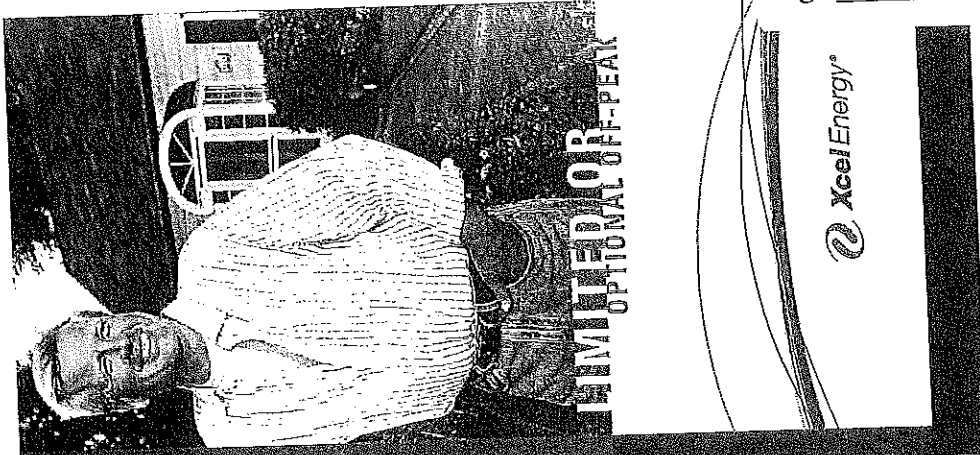
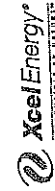


TABLE OF RESPONSIBILITY
 Responsibility for
 Installation of
 Meter, Conduit,
 and Equipment

Item	Responsibility
Permits and Inspections	Customer
Overhead Service Drop	Xcel Energy
Underground Service Lateral (Residential)	Xcel Energy
Underground Service Lateral (Commercial) (except WI and MI)	Customer
Service Entrance Conduit	Customer
Meter Sockets	Customer
NEMA 3R Junction Box	Customer
Conduit and Conductor for Load Control Device	Customer
Supply Voltage for Load Control Device	Customer
Billing Meter	Xcel Energy
Load Side Conduit and Conductor	Customer

Visit xcelenergy.com/energysavings to find energy- and money-saving tips and resources.

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LIMITED OR OPTIONAL OFF-PEAK SERVICE RATES & AVAILABILITY

State	Monthly Charge	Rate: \$/kWh	Off-Peak Period	Daily Available	
Minnesota	\$5.00	N/A	1,520	20.00	10 p.m. – 6:30 a.m.
Avg. Fuel Cost **			2.46	2.46	
North Dakota	\$4.20	\$5.00	1,557	20.00	10 p.m. – 6:30 a.m.
Avg. Fuel Cost **			2.35	2.35	
South Dakota	\$2.40	\$4.70	1,72	20.00	10 p.m. – 6:30 a.m.
Avg. Fuel Cost **			2.43	2.43	
FARM ONLY					
Wisconsin	B11/Cg-8	\$4.00	4,6645	20.513	9 p.m. – 7 a.m.
Avg. Fuel Cost **			0.00	0.00	
Michigan	C31/MOP-1	\$3.00	2.82	20.00	9 p.m. – 7 a.m.
Avg. Fuel Cost **			2.01	2.01	

The rate and the average fuel cost must be added together to calculate the kWh charge.

* Rates apply to single phase, secondary voltage use only. These phase and primary voltage rates are slightly higher. If you use appliances connected to your off-peak meter during peak times while on the Limited Off-Peak plan, you will pay a penalty rate per kWh used.

** Average fuel cost for May 2009 through April 2010.

GETTING STARTED

- Call us at 1-800-255-4398 so we can help you confirm that the Limited Off-Peak rate plan will work best for you.
- We'll come to your home and install an off-peak meter next to your existing meter.
- You'll hire a licensed electrician to connect your selected appliances to your new off-peak meter.

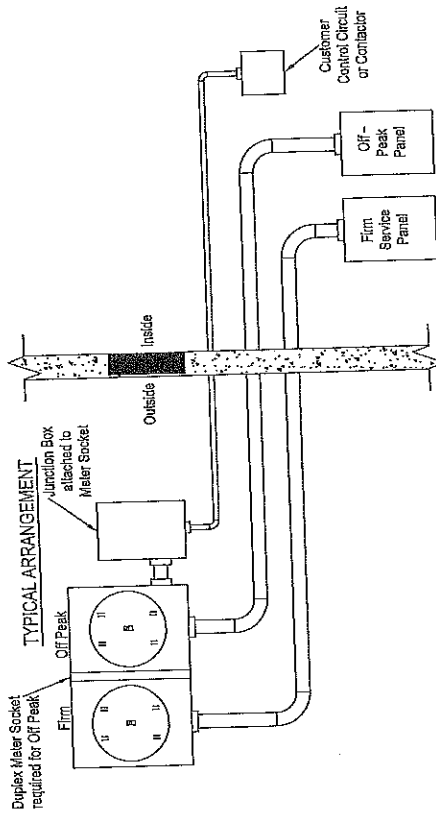
LIMITED OR OPTIONAL OFF-PEAK METERING

Michigan, Minnesota, North Dakota, South Dakota and Wisconsin

If you can shift all or part of your electric load to our Limited Off-Peak hours between 10 p.m. to 6:30 a.m. in MN, ND, SD or 9 p.m. to 7 a.m. in MI, WI, seven days a week, you receive a lower rate on your electricity use during that time. Whatever you use at any other time is billed at a higher, on-peak rate.

Requirements

- Next to your regular meter, we will install an off-peak meter that records the time and amount of electricity used.
- You must hire a licensed electrician to wire your selected appliances to the off-peak meter. When you run those appliances during our later evening off-peak hours, you get reduced electric rates.
- If you select to control your own load, you will be required to provide a load-break switch or circuit breaker that allows us to operate remote control equipment from the power source.
- You must remain on the plan for at least one year from date of enrollment.



Questions?
 We're available 24 hours
 every day at 1-800-895-4999

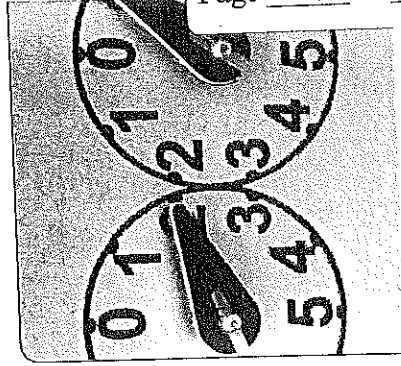
BENEFITS
 Your off-peak rate is about half that of standard residential rates.

CONSIDERATIONS

If you use the appliances that are connected to your special off-peak meter during peak times, you will pay an on-peak penalty of \$0.20/kWh. If this occurs for three or more consecutive months, we reserve the right to remove you from the plan.

IT'S FOR YOU

Typical applications include thermal storage heating, radiant floor heating or electric water heating — all of which can store heat at night for use the following day. Because this rate includes an additional monthly charge for a second meter, a customer would need more than 100 kWh per month of such nighttime usage to benefit from this rate relative to the standard residential rate.



Convenient Billing and Payment Options



AND A FREE ENERGY-SAVING SHOWERHEAD

Spend less time paying

Make those piles of paper disappear and get a free energy-saving showerhead as our thanks!

Enjoy the convenience of receiving and paying your bill online

Join the more than half-a-million Xcel Energy customers who are choosing paperless billing. It's safe, simple and free. Online View & Pay allows you to see and pay your monthly bill over the Internet in a secure environment. Plus it gives you access to your last 12 bills as you build your history. Each month you'll receive an e-mail telling you your bill is ready, what you owe, and when it's due. Then, after reviewing the bill online you just choose "Pay" to initiate a bank withdrawal. That's it.

> Visit xcelenergy.com/onlineviewandpay to sign up.

Never write another check to Xcel Energy

If you'd like to continue to receive your paper bill and automate your payment, use Auto Pay to have your energy payments 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.

> Sign up online at xcelenergy.com/autopay

Free money-saving showerhead

To show our thanks for your participation in these programs, we're offering a FREE energy-efficient showerhead that saves up to \$30 a year in energy and an average of 1,900 gallons of water annually. Enjoy a perfect shower every day, knowing you're saving money, energy and water while helping the environment.

Sign up at:

> Online View & Pay (receive and pay bills online - no paper bill)

or

> Auto Pay (receive paper bills, pay automatically through your bank)

Then sign up for your free energy-efficient showerhead that saves up to \$30 a year in energy and an average of 1,900 gallons of water annually. *Showerhead offer available until 10/9/2009 or while supplies last.*

Sign up for
Online View
& Pay

OR

Sign up for
Auto Pay

then

Click here for
your free
showerhead

This e-mail was sent to: noel1272@hotmail.com

You received this e-mail as a customer of Xcel Energy. If you would prefer not to receive further emails from PaySmart by Xcel EnergySM, click [here](#).

This e-mail was sent by: Xcel Energy, Unsubscribe Request
P.O. Box 2, 1414 West Hamilton Ave, Ste 3 Eau Claire, WI 54701 United States

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Xcel Energy Companies

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Convenient Billing and Payment Options



Spend less time paying--

Make those piles of paper disappear

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> Sign up online at xcelenergy.com/autopay

Additional options

We offer other flexible billing and payment choices. Visit xcelenergy.com/paysmart to learn more about:

- > Averaged Monthly Payment
- > Pay By Phone
- > Custom Due Date

Sign up for
Online View
& Pay

OR

Sign up for
Auto Pay

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Convenient Billing and Payment Options



Spend less time paying--

Make those piles of paper disappear

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- > Averaged Monthly Payment
- > Pay By Phone
- > Custom Due Date

Sign up for
[Online View
& Pay](#)

OR

Sign up for
[Auto Pay](#)

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Xcel Energy Companies

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AUTO PAY IS FOR PEOPLE
WITH BETTER THINGS TO DO THAN
= MAIL US A CHECK EVERY MONTH.

Xcel Energy's Auto Pay program is the simple way to have your monthly energy payment automatically withdrawn from your bank on the day it is due. It's impossible to forget. Your account is always paid in full. And it's free. Or, you can check out our Online View and Pay, which allows you to view and pay your Xcel Energy bill online. Visit ResponsibleByNature.com for details and to sign up.



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3/30/10 9:28 AM

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VLADIMIR JONES

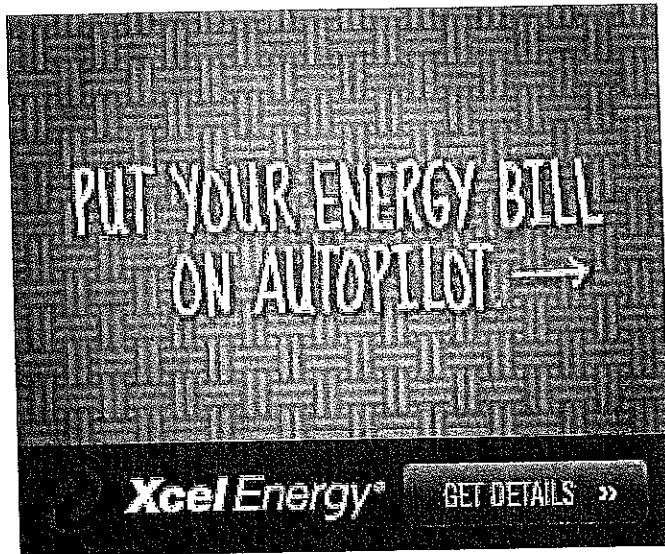
Publication:

Size: 8.5" x 11"

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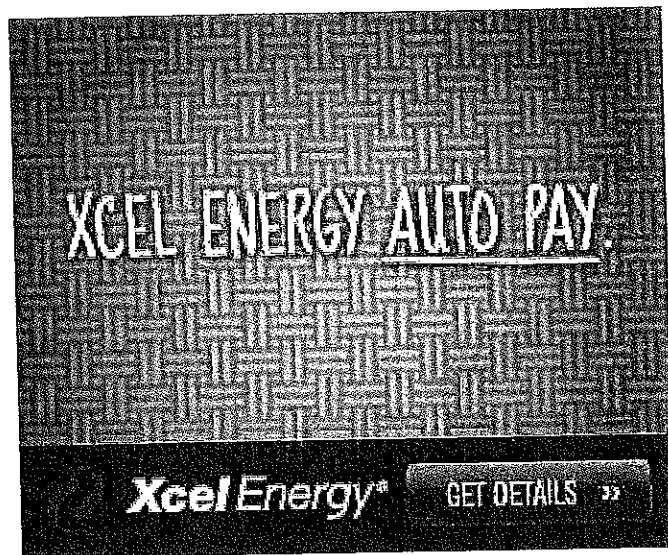
Insertion Date:

Contact: 719 473.0704



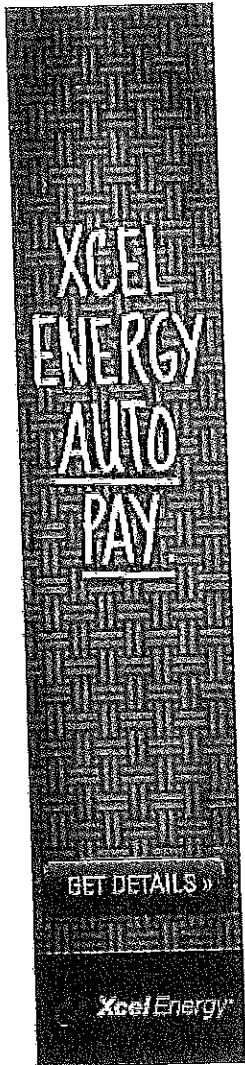
PUT YOUR ENERGY BILL
ON AUTOPILOT →

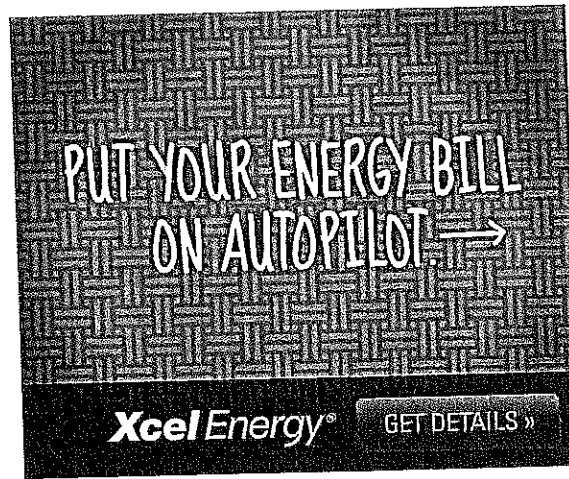
Xcel Energy GET DETAILS »




XCEL ENERGY AUTO PAY.

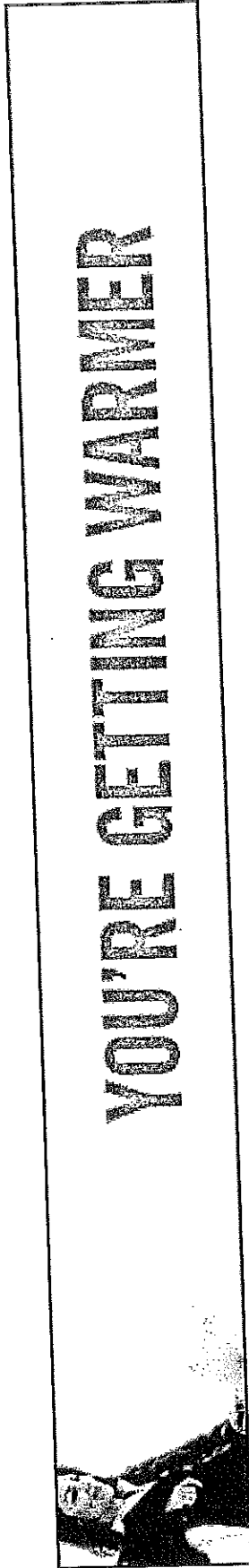
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LOOKING FOR AN EASIER WAY TO PAY?





NOW YOU CAN PAY YOUR BILL ONLINE

FIND OUT HOW 

 **Xcel Energy**
RESPONSIBLY BY NATURE™

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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 12-31-2010
Advertising

Docket No. EL11-_____
Schedule H-3
Page 81 of 202

Total to
South Dakota
\$ 72,125

TOTAL SAFETY

Ad Category: Safety - General
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Billboards

Ad Category: Safety - General
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print

Ad Category: Safety - General
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Web Interactive

Ad Category: Safety - Educators
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print/Web Interactive

Ad Category: Safety - Contractors
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print/Web Interactive

Ad Category: Safety - Emergency Responders
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print/Web Interactive



**BREAKING
GROUND?
CALL 8-1-1
BEFORE YOU DIG**

 **XcelEnergy®**
RESPONSIBLE BY NATURE™

xcelenergy.com

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811
Know what's below.
Call before you dig.

**AD
PAD**



© 2007 Xcel Energy Inc.

BREAKING GROUND?

Call 8-1-1 before you dig.



Xcel Energy
RESPONSIBLE BY NATURE™



811
Know what's below.
Call before you dig.




**STAY AWAY
STAY ALIVE**

Keep at least 10 feet away from power lines.


 **Xcel Energy**[®]
RESPONSIBLE BY NATURESM

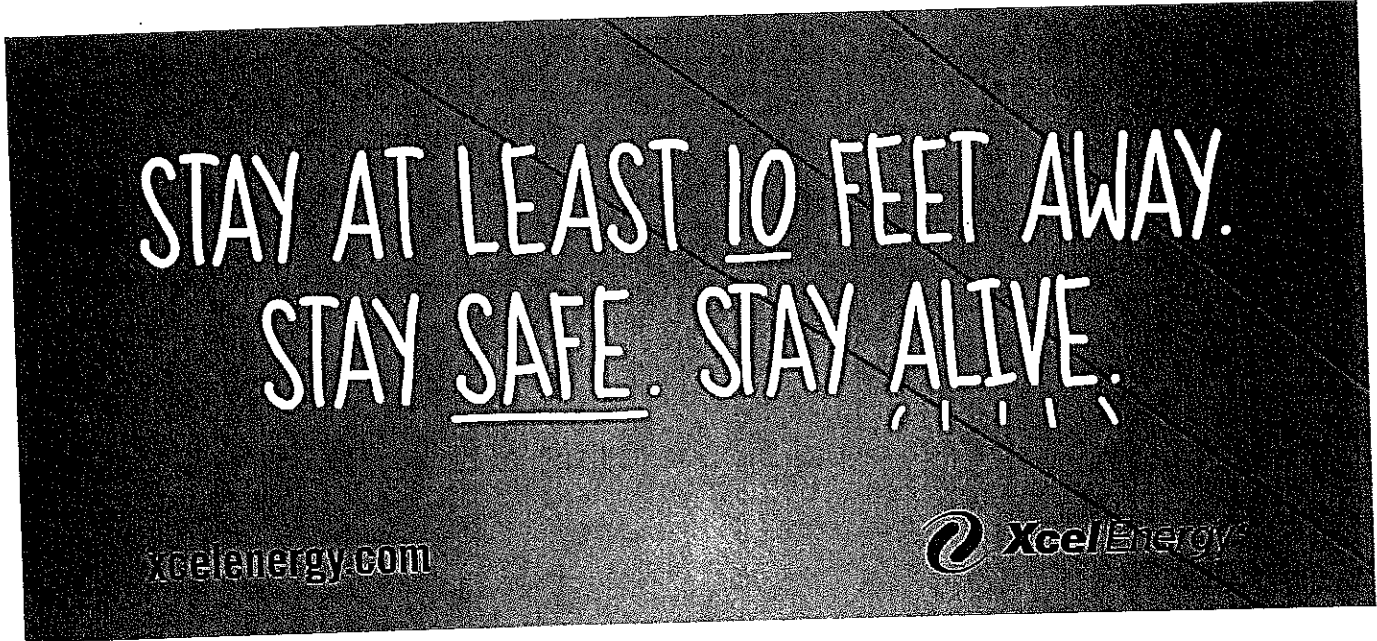
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CALL 8-1-1 SO YOU
DON'T HAVE TO CALL 9-1-1.

 Know what's below.
Call before you dig.


xcelenergy.com

 Xcel Energy®




CALL 8-1-1 SO YOU DON'T CALL 9-1-1.

Stay safe. Call two working days before you dig.


 **Know what's below.
Call before you dig.**

xcelenergy.com


 **Xcel Energy**
RESPONSIBLE BY NATURE

CALL 8-1-1 SO YOU DON'T CALL 9-1-1.

Stay safe. Call three working days before you dig.

 **Know what's below.
Call before you dig.**

xcelenergy.com

 **Xcel Energy**
RESPONSIBLE BY NATURE

STAY AT LEAST 10 FEET AWAY = STAY ALIVE.

Keep yourself and equipment away
from overhead power lines.

xcelenergy.com

 **Xcel Energy**
RESPONSIBLE BY NATURE™

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CALLING 8-1-1
BEFORE YOU DIG
IS THE BEST WAY TO
AVOID CALLING 9-1-1
SHORTLY AFTERWARD.

Keep your crew and your jobsite safe by calling 8-1-1 three working days before you dig. We'll send out a qualified professional to mark our underground utility lines. It's free, it's the law, and most of all, it's safe.



Know what's below.
Call before you dig.

If you contact an underground gas line,
call 9-1-1, or if you contact an electric
line and it's an emergency, call 9-1-1.

xcelenergy.com

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CALLING 8-1-1
BEFORE YOU DIG
IS THE BEST WAY TO
AVOID CALLING 9-1-1
SHORTLY AFTERWARD.

Always call 8-1-1 at least two working days before you dig and wait the required time for a qualified professional to come out and clearly mark Xcel Energy's underground utility lines. It's free, it's the law, and it's safe!



Know what's below.
Call before you dig.

If you contact an underground gas line, call 8-1-1, or if you contact an electric line and it's an emergency, call 9-1-1.

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SAFETY : CALL BEFORE YOU DIG TWO DAY BOTH

CALLING 8-1-1
BEFORE YOU DIG
IS THE BEST WAY TO
AVOID CALLING 9-1-1
SHORTLY AFTERWARD.

Always call 8-1-1 at least three working days before you dig and wait the required time for a qualified professional to come out and clearly mark Xcel Energy's underground utility lines. It's free, it's the law, and it's safe!



Know what's below.
Call before you dig.

If you contact an underground gas line, call 9-1-1, or if you contact an electric line and it's an emergency, call 9-1-1.

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SAFETY : CALL BEFORE YOU DIG THREE DAY BOTH

STAYING AT LEAST
10 FEET AWAY
FROM OVERHEAD LINES IS
CHEAP LIFE INSURANCE.

Stay safe. Stay away. Stay alive. Keep everyone on your jobsite aware of overhead power lines. Keep yourself and your equipment at least 10 feet away. If your equipment contacts an overhead power line, it's safest to remain in the equipment. Warn others to stay away, and call 9-1-1. Then call Xcel Energy at 1-800-895-1999. Work to keep your jobsite safe.

xcelenergy.com



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NO CONTACT IS THE
ONLY SAFE CONTACT
WITH OVERHEAD LINES.

Stay 10 feet away. Stay safe. Stay alive.

Keep yourself at least 10 feet away from overhead power lines, including tools, ladders and kites. If you see lines down or hanging low, call Xcel Energy at 1-800-898-1999. Always in an emergency, call 9-1-1.

xcelenergy.com



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↑ WARNING

LOOK UP

Overhead power lines are not insulated. They are deadly if contacted.



IN AN EMERGENCY CALL 1-800



Electrical & Natural Gas Safety World



EXPLORE...
COULD YOU SURVIVE
WITHOUT ENERGY?

**LEARN HOW TO
RECOGNIZE A
GAS LEAK!**



DISCOVER...
NATURAL GAS AND
ELECTRICITY BENEATH
YOUR FEET

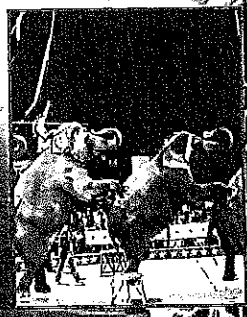


INVESTIGATE...
FASCINATING EXPERIMENTS,
PUZZLES AND ACTIVITIES

Zap!

FOR KIDS

PLAY IT SAFE AROUND ELECTRICITY!



Powering the Circus
Page 4



Don't Try This at Home
Page 7

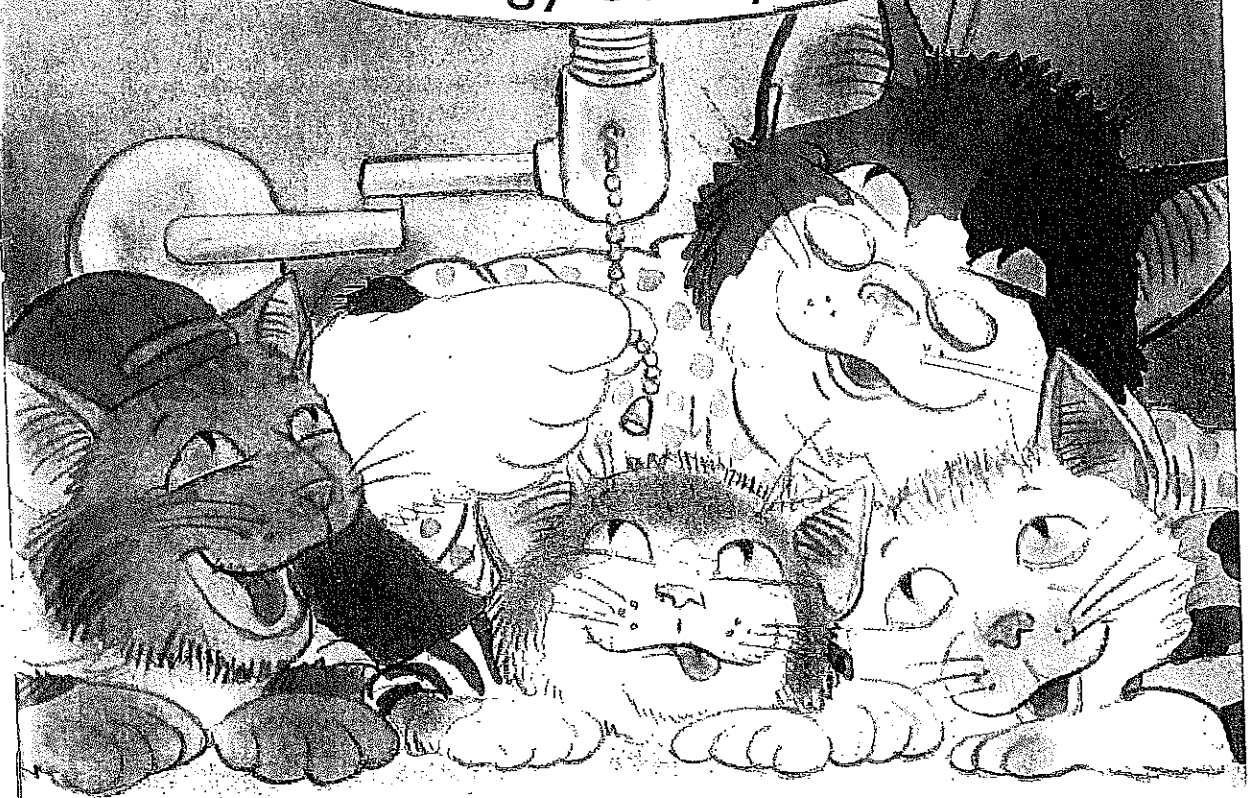
Struck By Lightning
Page 14

EXPLORE...
Fantastic Facts,
Puzzles,
Experiments,
and More!

 **XcelEnergy**SM

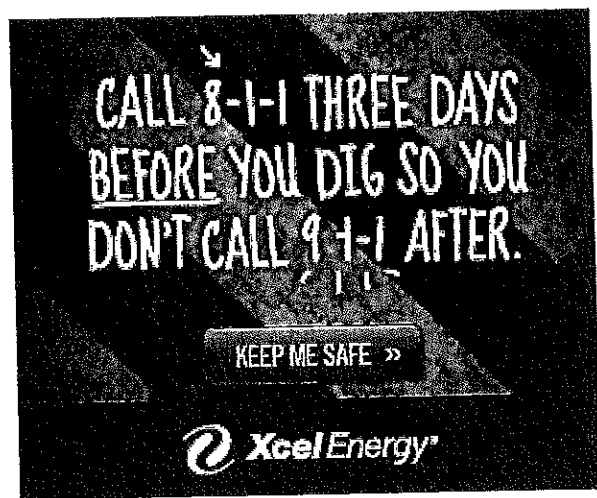
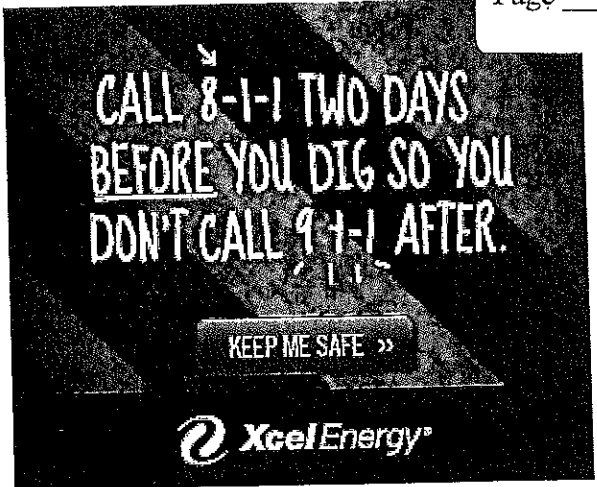
Aunt Sarah and the Amazing Power

An Energy Safety Tale



 **Xcel Energy**[®]

Visit www.xcelenergy.com/safetyworld



THE ONLY SAFE CONTACT
IS NO CONTACT.

Xcel Energy KEEP ME SAFE »

This is a black rectangular safety sign with white text. The main message is "THE ONLY SAFE CONTACT IS NO CONTACT." with "NO" underlined. At the bottom left is the Xcel Energy logo, and at the bottom right is a button that says "KEEP ME SAFE »".

STAY AT LEAST 10 FEET AWAY FROM
OVERHEAD POWER LINES.

Xcel Energy KEEP ME SAFE »

This is a black rectangular safety sign with white text. The main message is "STAY AT LEAST 10 FEET AWAY FROM OVERHEAD POWER LINES." with "OVERHEAD POWER LINES." underlined. At the bottom left is the Xcel Energy logo, and at the bottom right is a button that says "KEEP ME SAFE »".

VLADIMIR JONES

OVERHEAD

CBYD (cont'd)

No contact is the only
safe contact with overhead lines.
Stay Safe. Stay away. Learn more at
www.XcelEnergy.com

Call 811 Before You Dig
Wait for someone to come out & mark
Xcel Energy's utility lines so you stay safe.
www.XcelEnergy.com

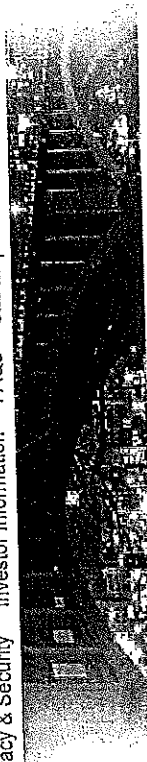
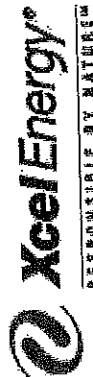
Avoid contact with power
lines to stay safe. Keep ladders &
kites at least 10 feet away.
www.XcelEnergy.com

Be safe around powerlines
If you see downed lines stay at
least 10 ft away & call 18008951999
www.XcelEnergy.com

CBYD

Call 811 before you dig.
It's the best way to avoid calling
911 after. Dig safe.
www.XcelEnergy.com

Before you dig call 811.
We'll mark Xcel Energy's utility
lines to help you dig safe.
www.XcelEnergy.com



Customer Service

Energy Partners

Business

Residential

Company

Home > Minnesota > Company > Public Safety

Search

Public Safety

Safety is a core value and a priority at Xcel Energy. We share safety tips and precautions with our customers for their protection, while providing a safe work environment for our employees. We are committed to sending our employees home without injury and informing our customers and the public about how to act safely and responsibly around electricity and natural gas. Electricity and natural gas provide homes and businesses with energy that helps millions live life comfortably and they connect us to countless modern day services. While both are reliable energy sources, damages to lines above or below ground or our equipment can temporarily disrupt service and create dangerous situations.

Use electricity and natural gas safely, and learn how to recognize and respond appropriately to electric and natural gas emergencies.

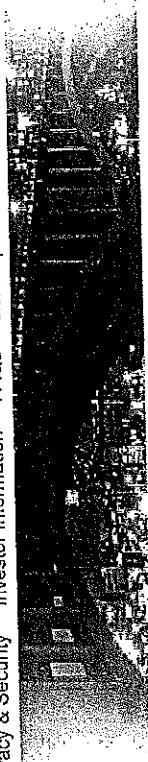
- Digging & Overhead Safety
- Electric Safety
- Natural Gas Safety
- Xcel Energy Worker Safety
- Report a Power Outage
- Safety Education
- Nuclear Emergency Preparedness
- Winter Energy Use Safety Tips
- Sewer Line Investigation Project

- Careers
- Contact Us
- How Are We Doing?
- Pay My Bill
- Call Before You Dig
- Public Safety
- Bird Cam

NATURAL GAS SAFETY ALERT

Potential Sewer/Natural Gas Line Conflicts

[Read alert >](#)



Home > Minnesota > Company > Public Safety > Safety Education

Minnesota

Search

Safety Education

Safety is our shared responsibility. Because safety education is important to us, here are additional sources of safety information.

More Information

- [Contractor Safety](#)
- [First Responder Safety](#)
- [Child Safety](#)
- [Educator Support](#)
- [Free Energy Safety Classroom Calendars, K-6](#)

- [Digging & Overhead Safety](#)
- [Electric Safety](#)
- [Natural Gas Safety](#)
- [Xcel Energy Worker Safety](#)
- [Report a Power Outage](#)
- [Safety Education](#)
- [Nuclear Emergency Preparedness](#)
- [Winter Energy Use Safety Tips](#)
- [Sewer Line Investigation Project](#)

- [Careers](#)
- [Contact Us](#)
- [How Are We Doing?](#)
- [Pay My Bill](#)
- [Call Before You Dig](#)
- [Public Safety](#)
- [Bird Cam](#)



Stay Safe Around Electricity and Natural Gas Teacher's Guide

INTRODUCTION

The *Stay Safe Around Electricity and Natural Gas* activity booklet can be used as a follow-up to a utility presentation or as a stand-alone piece to teach electrical and natural gas safety concepts. This guide provides background for teachers on the electrical and natural gas safety concepts contained in the booklet. It also includes ideas for further discussion and exploration.

OBJECTIVE

To teach students the basic rules and principles of electrical and natural gas safety. Students will be able to

- Describe how electricity is generated, distributed, and used.
- Explain why electricity can be dangerous.
- Predict what is likely to happen in common situations involving potential electrical contact and identify safe behaviors in each situation.
- Describe where natural gas comes from, and how it is distributed and used.
- Explain why natural gas can be dangerous.
- Identify unsafe and safe behaviors around natural gas.

KEY PRINCIPLES OF ELECTRICAL AND NATURAL GAS SAFETY

Use these principles to help students understand the dangers represented in the activity book:

1. Electricity flows easily through *conductors*, like metal and water. It does not flow easily through *insulators*, like special rubber or glass.
2. Water is an excellent conductor of electricity. Because the human body is mostly water, people are also good conductors of electricity, which is why it is dangerous to us.
3. Electricity always takes the easiest path to the ground.
4. If you come between electricity and the ground, you become a conductor for electricity and can be shocked. An electrical shock can seriously injure you.
5. Natural gas is pumped through underground pipes to our homes and businesses.
6. Natural gas is combustible, and we use it by burning it.

PRODUCTION, DISTRIBUTION, AND USE OF ELECTRICITY AND NATURAL GAS

Pages 2-4

Teacher Background

Electricity is made at a power plant. Power plants use some form of fuel (coal, oil, natural gas, nuclear, hydro, wind, or solar) to heat water into steam, which turns the blades of a turbine. The turbine spins magnets inside a generator, producing electricity.

Electricity travels through a grid of wires, including transmission lines (which carry high-voltage electricity over long distances) and distribution lines (which carry lower-voltage electricity for use in homes and businesses).



Stay Safe Around Electricity and Natural Gas Teacher's Guide

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Electricity travels through a grid of wires, including transmission lines (which carry high-voltage electricity over long distances) and distribution lines (which carry lower-voltage electricity for use in homes and businesses).

Conductors, such as metal and water, allow electricity to flow through them. Water is such a good conductor that most insulators will not work if they are wet. Insulators, such as special rubber or glass, resist the flow of electricity.

Discussion/Activities

1. Ask students to name a few common conductors. (*Wires, cords, metal pipes, water, anything wet, paper clips, fingers or any part of the human body.*)
2. Ask students to name a few common insulators. (*Glass, air, dry dirt, special ceramics, rubber, and plastics.*) Make sure students understand the difference between insulating safety gear such as rubber boots, and household products such as athletic shoes and latex gloves, which do not protect against shock. Remind students that they should never experiment with these household products and electricity.
3. Reiterate to students that water should never be squirted at a power line. The stream of water can conduct electricity and shock the person doing this.

POWER LINE SAFETY

Pages 5, 8, 9, 10, 11, and 13

(Page 13 also refers to safety around underground natural gas pipes.)

Teacher Background

Most overhead power lines are not insulated, and thus are located high off the ground to prevent accidental contact. The rubber coating on some overhead power lines should not be confused with insulation; it is there to protect the power line from the effects of the weather and is not meant to protect people from shock. Even if a line is insulated, the tiniest pinhole or break in the insulation puts you at risk. Stress to students that they should never touch power lines.

Discussion/Activities

1. Why does electricity stay in overhead lines instead of flowing down the pole? (*Insulators made of special glass, ceramic, or plastic are between the wire and the pole.*)
2. Ask students to brainstorm how electric line workers can touch power lines safely. Remind them about insulators and how they might be useful in this situation. (*Sometimes workers turn off the electricity in the power line before working on it. When they work on live lines, they use insulated tools, wear special insulating work boots with rubber soles [not athletic shoes], and use insulating gloves.*) Emphasize that these workers take special measures that students should never try to duplicate.
3. Remind students that if they are in a vehicle that contacts a downed power line (see p. 11), they are safe from electrical shock as long as they stay in the vehicle, and should wait there until help arrives. If they absolutely must leave the vehicle due to fire, ask students what they would do and why. (*Jump clear, being careful not to touch the vehicle and the ground at the same time, so your body doesn't create a path for electricity to flow from the vehicle to the ground.*)
4. Ask students what could happen if you start a digging project without first calling the utility locator service. (*You could strike an underground gas pipeline and cause a fire or explosion. You could strike an underground power line and get a shock.*)

ELECTRICAL EQUIPMENT

Page 7

Teacher Background

Substations, pole-mounted transformers, and pad-mounted transformers may attract students' curiosity. Substations and transformers contain equipment that can cause electrocution. Students should stay away from them and report any damaged or unlocked equipment to an adult.

Discussion/Activities



Stay Safe Around Electricity and Natural Gas Activity Book

Pre/Post Test

Directions: Circle the correct answer.

- Which of these correctly describes how electricity gets to us?
a) it travels on power lines from a power plant to our homes
b) it travels underground in the roots of powerful plants
- Where does natural gas come from?
a) under the earth b) stars c) houses d) skyscrapers
- Electricity is always looking for the easiest path to the
a) ground b) insulator c) sewer d) fence
- Which of these is a very good conductor of electricity?
a) water b) special glass c) special rubber gloves d) fiberglass
- Which of the following is a safe thing to do?
a) touch power lines c) play in an open field far away from power lines
b) reach to retrieve a kite caught in power lines. d) use an electric lawn mower near water
- If you see a power line that has fallen, what should you do?
a) ignore it b) draw a picture of it c) keep it a secret d) stay away and report it to 911
- Which of these is a safe thing to do?
a) use a hair dryer while standing in water
b) use a plugged-in radio near the bathtub
c) dry your hands before turning off lights
d) put an electric shaver cord in water while shaving
- Why is it important to call your local utility before digging in the ground near your home?
a) to avoid hitting buried electric lines or gas pipelines
b) to find out what to do with the dirt
c) to ask what size shovel to use
d) to get a treasure map from them

Safety Print
For Educators

Page 106 of 252

9. Why must you keep the area near gas appliances clear of toys, books, papers, and other items?
- a) so nothing will be taken
 - b) because these appliances use a flame
 - c) to let you know where these appliances are
 - d) so you can play there
10. What is the safest thing to do if you smell gas in your house and an adult is not home?
- a) stay in the house
 - b) use a telephone in your house to call for help
 - c) leave immediately without using a light switch, candle, flashlight, or telephone
 - d) turn on a light

Stay Safe Around Electricity and Natural Gas Activity Book

Answer Key

Information that relates to each question can be found on the pages listed below.

1. a) It travels on power lines from a power plant to our homes. Page 2
2. a) under the earth. Page 3
3. a) ground. Page 5
4. a) water. Page 6
5. c) play in an open field far away from power lines. Pages 8-9
6. d) stay away and report it to 911 or the police. Page 11
7. c) dry your hands before turning off lights. Page 12
8. a) to avoid hitting buried electric lines or gas pipelines. Page 13
9. b) because these appliances use a flame. Page 14
10. c) leave the house without using a light switch, candle, flashlight, or telephone. Page 15

Powerful Lessons About Electrical & Natural Gas Safety

- Educational content that meets state and national education standards
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ELECTRICAL SAFETY



NATURAL GAS SAFETY

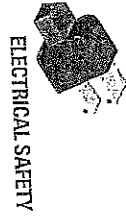
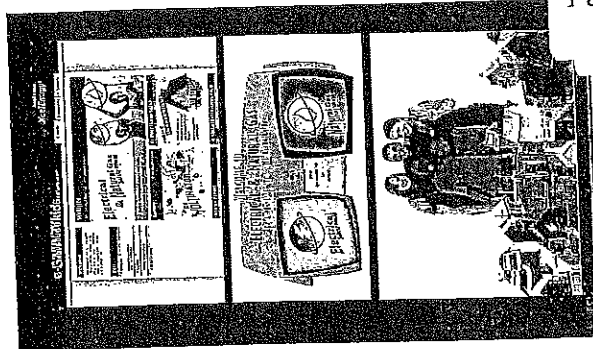
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ELECTRICAL SAFETY TIPS

Don't play near electrical equipment like power lines, substations or transformers. They carry dangerous amounts of electricity. If you see a downed power line, an unlocked substation fence or metal cabinet, or damaged electric equipment, tell an adult and call your local electric utility.

Don't use electrical appliances near water like bath tubs or sinks. If you see someone using electricity near water, remind them to plug their appliance into a Ground Fault Circuit Interrupter (GFCI) protected outlet.

If you get caught in a lightning storm, go indoors immediately. If you can't get indoors: Get in a hardtop car; Stay away from trees, tall objects or anything metal; Stay away from water like pools, rivers, ponds or lakes; Avoid wide open areas like sports fields or golf courses. If you find yourself outdoors and in the open and you can't find a building or shelter, then you need to make yourself the smallest target possible. Curl up in a ball and hug the ground.

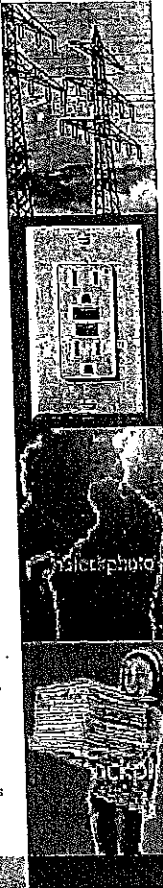


NATURAL GAS SAFETY TIPS

If you smell natural gas (it smells like sulfur or rotten eggs), get everyone out of the house immediately. Do not use a light switch, flashlight or even a cell phone, because even the tiniest spark could ignite the gas. Go to a safe location, call 911 and your local natural gas utility.

If someone you know is planning a digging project like planting shrubs or installing a fence, make sure they call 811 several days before they plan to dig. The call to 811 is free and will arrange for your local gas, electric or other utility to come out and mark their buried lines, and that prevents damages or injuries.

Keep flammable items away from gas appliances to prevent fires. Papers, toys, curtains, and flammable liquids like paint should be kept away from gas burners or water heaters.



Find more educational resources at www.xcelenergy.com/publicafety/education

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We ask that educators limit their orders to one book choice only. Please select one book title. Then enter the number of students in your class by the side you want to receive. Orders for more than one book choice will be adjusted. Orders are filled on a first-come, first-served basis. If inventories are depleted, you will be notified by mail. Orders for these educational materials are restricted to those schools within Xcel Energy's service territory. For assistance with questions, please call us at (800) 832-8281. (Please no phone orders.)

Stay Safe Around Electricity & Natural Gas
GRADES 3-5
Covers electrical and natural gas safety around various distribution systems, equipment, and appliances. Includes a safety audit for students to complete with parents at home.



Electrical & Natural Gas Safety Word
GRADES 4-6
Helps teach and reinforce important safety concepts while reinforcing important safety vocabulary. Can be used as a stand-alone resource or as the perfect companion to our Electrical & Natural Gas Safety Word Web site.



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Helps students learn to respect electricity and natural gas safety with this outstanding discovery workbook. Teachers have to assess risk and avoid accidents through hazard recognition, reports and prevention.

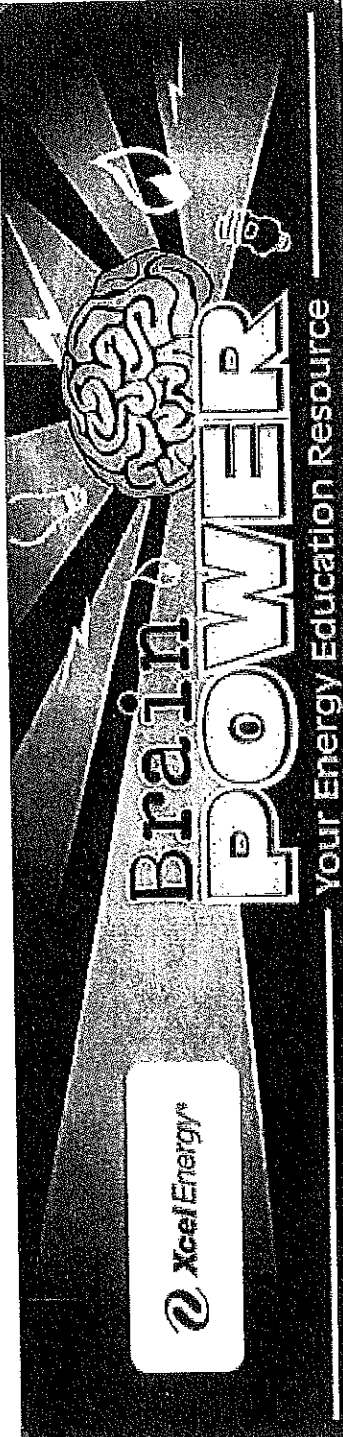


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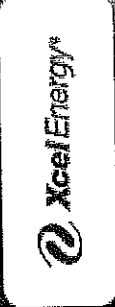
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Book Title	Quantity
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Zapl Magazine	
The Shocking Truth About Electrical & Natural Gas Safety	

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City: _____
State: _____
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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.

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Check your students' understanding of key messages.

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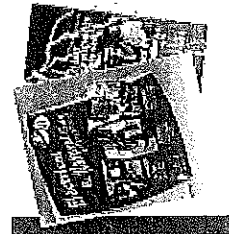
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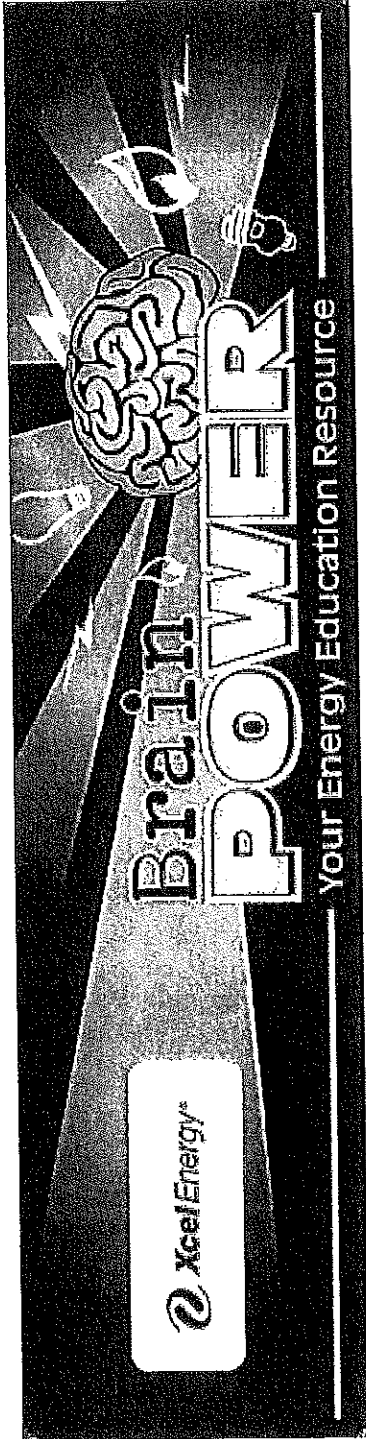
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Electrical & Natural Gas Safety World



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Our materials teach students one of life's most important lessons, the safe and responsible use of energy. Students will enjoy learning through books that are full of fun and interesting activities, experiments, stories, and facts. Additionally, our books address national education standards and reinforce math, reading, and science skills.

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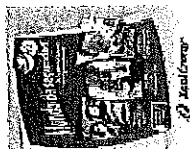
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Helps teach mandated science concepts while reinforcing important safety messages. Can be used as a stand-alone resource or as the

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Mundo de seguridad de la electricidad y el gas natural



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perfect companion to our *Electrical & Natural Gas Safety World* website.

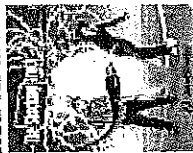
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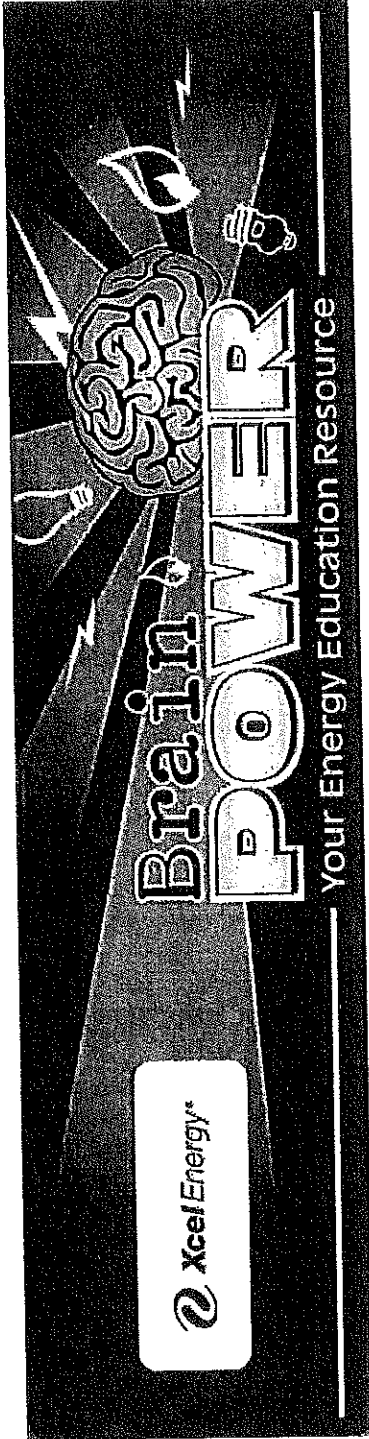
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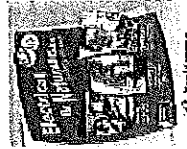
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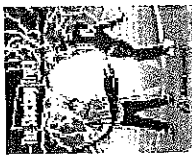
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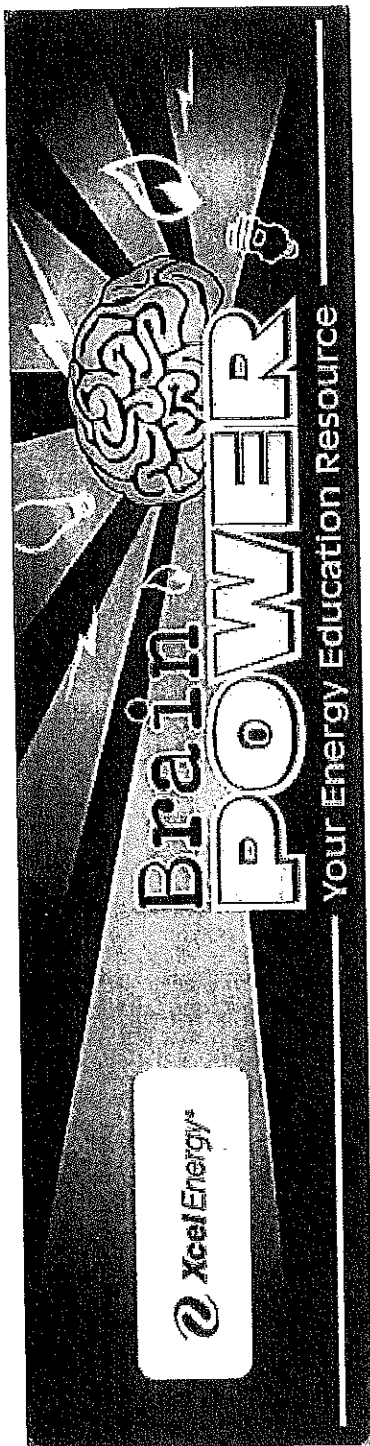
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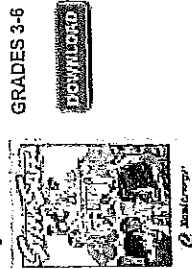
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Our pre/post tests are a great way to assess students' understanding of the information presented in the materials. They can also help to expose areas in which students may require more information. Simply administer the test before the lesson and again afterwards. Our tests can help to ensure that students respect utilities and stay safe around them.

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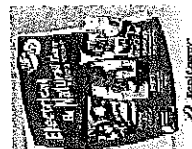
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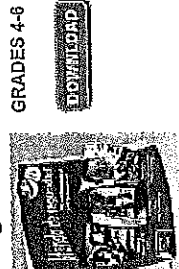
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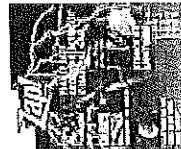
Mundo de seguridad de la electricidad y el gas natural



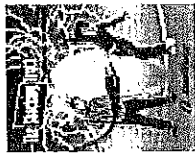
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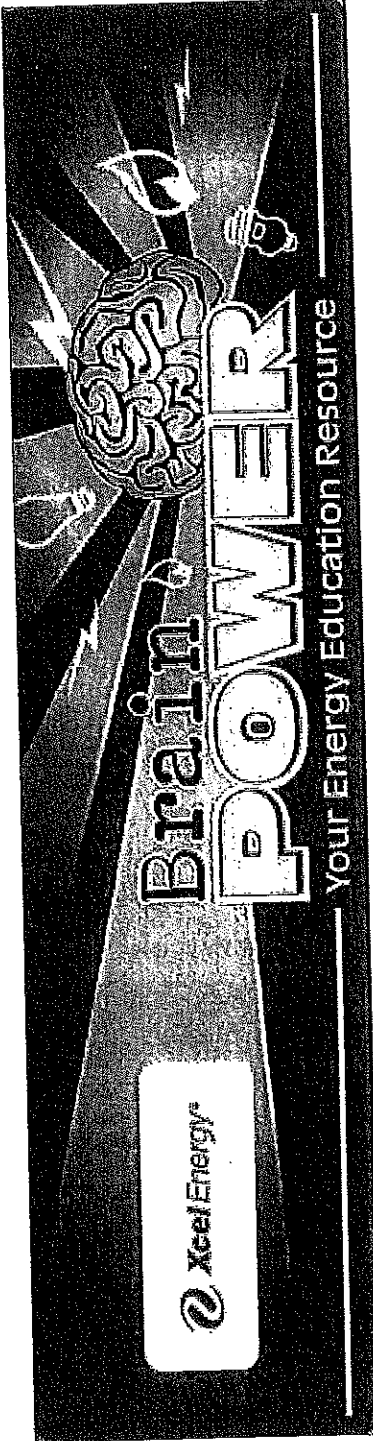
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Give Feedback

Thank you for your participation in Xcel Energy's student safety program. Please take a few moments to provide us with your opinions of the materials we provided. Your comments are very important and will help us improve our future safety programs for students.

Thank you in advance for taking the time to complete this survey.

1. Approximately how many of your students participated in the Safety Program?

2. Approximately how many classroom hours did students spend on the program?

- None
- 1
- 2
- 3
- 4
- 5
- 6
- More than 6

3. How did students use the safety materials? (Check all that apply)

- Full-class activity
- Group/partial-class activity
- Individual activity
- Homework
- Other

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[Empty text box]

4. Having used the program, do you think your students will be safer around electricity and natural gas?

- Yes No

if yes, why?

[Empty text box]

5. Did students take the program materials home?

- Yes No

6. Did students who took the materials home share the safety messages with parents and/or siblings?

- Yes No

7. Please rate the program materials on the following:

Table with 5 columns: Rating (Poor, Fair, Good, Very Good, Excellent) and 5 rows of program material attributes.

We appreciate any additional comments:

[Empty text box]

8. How important is it to you that the program materials support your state education standards?

Doesn't Matter Slightly Important Somewhat Important Very Important Critically Important

9. Overall, how would you rate the Student Safety Program?

Poor Fair Good Very Good Excellent

We appreciate any additional comments:

10. How likely are you to participate in this program again next year?

Very Unlikely Somewhat Unlikely Not Sure Somewhat Likely Very Likely

We appreciate any additional comments:

11. Please provide the following information:

Your school name

Grade level you teach

12. May we contact you to learn more about your opinions of these materials?
If so, please provide contact information:

Your Name

Your Phone

Your E-mail

13. What is your overall opinion of Xcel Energy?

- Poor Fair Good Very Good Excellent

14. How can we improve this program?

Submit

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Energy Education Program **FREE** from Xcel Energy

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Dear Educator,

Xcel Energy is proud to provide educational materials on electrical and natural gas safety for your classroom—at no charge.

Curriculum Spans Grade Levels & Learning Styles
Our safety education program:

- Provides materials for grades 3-6,
- Covers electrical safety around overhead and underground utilities, electrical circuits, conductors and insulators, the states of matter, power generation and distribution and much more!
- And features whimsical stories, exciting experiments, fun activities and practical applications.

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Each book is accompanied by a teacher lesson guide that will help you incorporate the books into your curriculum and expand on their content. **To help you use these books more effectively in your classroom they have been designed by educators to meet state and national education standards for health, literacy, science and more.**

Our inventories are limited and orders are filled on a first-come, first-served basis, so we invite you to take advantage of this opportunity.

Make online requests for your educational materials—at no charge: www.e-smartonline.net/xcelenergy/teachers.php

Thank you for your commitment to education and the safe and responsible use of energy.

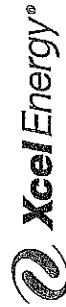
Sincerely,

Karen Riegenbach-Vaughn
Public Safety Coordinator

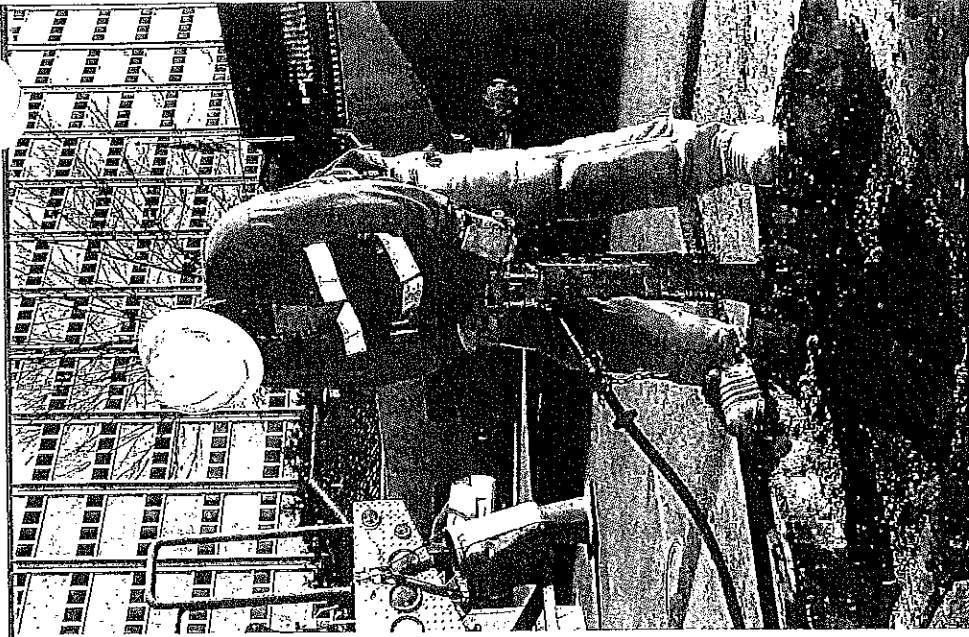


Worker Safety

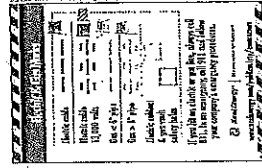
**Protect yourself, your crew, and the public.
Urge your employees to follow the
enclosed safety tips when they
work around energy lines.**



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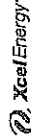
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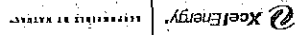
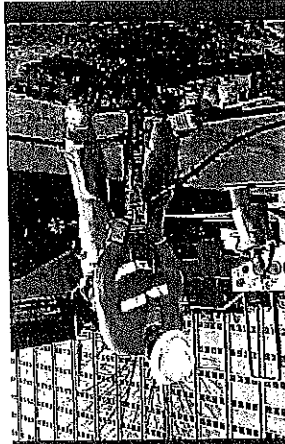
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Safety Materials Distribution
104 Bridge Road
Salisbury, MA 01952

ABC Construction
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Anytown, CO 12345

Important Electrical and Natural Gas Safety Information for You & Your Employees



Protect yourself, your crew, and the public. Urge your employees to follow the enclosed safety tips when they work around energy lines.

Worker Safety

A FREE, Effective Way to Reduce Risk
At Xcel Energy, we'd like to help contribute to your company's well-being, especially when it comes to safety around overhead and underground utilities. We're glad to offer you our worker safety training materials—FREE, to better help protect you, your workers, and the public. This is a pretty good business proposition, especially when you consider the risks.

Your Risks Can Be Costly

The result of a utility contact can be disastrous. Contacts can mean:

- Injury or death
- Higher insurance premiums
- Lawsuits and property damages
- Increased workers' compensation
- OSHA fines
- Worker days lost
- Clean-up costs
- Worker replacement costs

Save Money, Save Time, Save Lives

- **Control Injury-Related Costs.** Research indicates that safety training programs like ours help reduce injuries and fatalities and the costs associated with them, such as workers' compensation, and lost production time as well as the time and cost of paper work, investigation, and fines associated with incidents.
- **Reduce Insurance Premiums.** Our materials include components that, studies have shown, correlate to lower insurance premiums.
- **Avoid OSHA Fines.** Our materials contain key elements that can help satisfy OSHA training regulations.
- **Save Lives.**



Worker Safety Electrical and Natural Gas Safe Information for You & Your Employees

Beware of Overhead Power Lines

Keep equipment, tools, and people at least 10 feet away from overhead power lines.

- Survey your job site every day to find overhead power lines, poles, and guy wires.
- Point out power lines at your work briefings.
- Assume all overhead lines are energized and potentially dangerous, including the service drops that run from utility poles to buildings.
- If your equipment contacts a power line have someone call 911 and Xcel Energy immediately at 1-800-4



Call Before You Dig

Call well in advance so you can work safely.

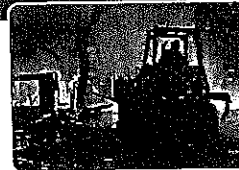


- Call 811 before you move earth in any way. Wait your state's required time before digging: CO, MI and WI – 3 business days; MN, ND, NM, SD and TX – 2 business days. They will arrange to mark underground energy lines and other utilities.
- If you don't call and you hit an underground line, you could be hurt or killed. You will be held liable for damages.
- White line your excavation route, so locators can easily mark the affected utilities.
- Wait the required time before digging. Leave a "tolerance zone" of at least eighteen inches beyond the outside edge of the utility. Local laws may require wider clearance.
- Respect the marks, and dig with care.
- Hitting a natural gas or an electric line has serious consequences, including outages. Hitting a natural gas line can lead to a gas explosion, adding additional risk to those nearby.

If Your Equipment Contacts a Natural Gas Line

Warn others and leave the area quickly.

- Do not squeeze or clamp off the line.
- Do not bury the line.
- Warn others and quickly move a safe distance away.
- Do not operate any gas pipeline valves.
- Call 911 and Xcel Energy immediately at 1-800-4 to report the gas emergency.

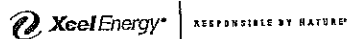


Don't Risk It! Use a Spotter

A spotter helps you stay clear of overhead lines.

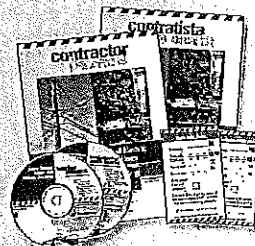


- No equipment operator working alone can safely judge the distance from the equipment to overhead power lines. Work with a spotter whose only responsibility is to keep you and your equipment a safe distance from overhead lines and other hazards.
- When a crane or other equipment hits an overhead power line, workers on the ground guiding the load are in the most danger. Electricity can travel through the tag line and through you.
- Don't risk injury or death by trying to guide a load and spot at the same time. Rely on a designated spotter to help keep you clear of power lines.



www.xcelenergy.com/publicsafety/contractors

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Complete the attached order card and fax it to 978-483-1715
- 3. Online**
Visit www.xcelenergy.com/publicsafety/contractors

Orders are filled on a first-come, first-served basis and supplies are limited, so order today. Materials will arrive in 2-4 weeks.

FREE Safety Training Kit from Xcel Energy

1. Please check kit language you would prefer: English Spanish Both
2. Additional verbal course? Please indicate how many by appropriate language: _____ English _____ Spanish
3. Where should we send your FREE safety materials?

Name: _____
Title: _____
Company: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____

4. Number of employees (including yourself):
a. 0-5 b. 6-10 c. 11-20 d. 21-50 e. 51+
5. Years company has been in business:
a. 0-5 b. 6-10 c. 11-20 d. 21-50 e. 51+
6. Primary business activity (A., roofing, excavation, plumbing)

7. How will you use this safety training kit? (Circle all that apply)
a. Safety meeting b. Night meeting
c. New employee education d. Other (please explain)
8. Are there any specific issues you would like us to address in future safety materials?
9. Is there another language that would be beneficial to have the materials in?



HOW TO DETECT A NATURAL GAS LEAK

Use your senses!

SMELL: Because natural gas has no odor, we add a harmless, but distinctive odorant called mercaptan to it. The smell is similar to that of a rotten egg or sulfur. Recognizing this odor either in your home or in your neighborhood helps you immediately smell even the smallest of leaks and respond appropriately. Be aware that soil can absorb the odorant, so also listen and watch for other leak indicators.

SOUND: A gas leak also may create a slight hissing, to a stronger blowing, or even a roaring, sound.

SIGHT: If you see dead or dying vegetation for no apparent reason, dirt blowing or bubbling in a pond or puddle, they can be signs of a gas leak. When you smell, hear or see it, it's safest to have a professional investigate the source.

YOUR SAFE RESPONSE TO A GAS LEAK

- Leave your home immediately. If the odor is outside, quickly move far away and upwind 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 in an emergency, 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 outside 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 suspected leaking gas.
- Stay away until an emergency response official or your local gas company tells you it's safe to return.

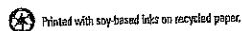
IMPORTANT XCEL ENERGY PHONE NUMBERS:

- Electric Emergency/Outage 800-
- Gas Emergency/Gas Odor... 1-800-
- Residential Customer Service 800-
- TTY..... 1-800-



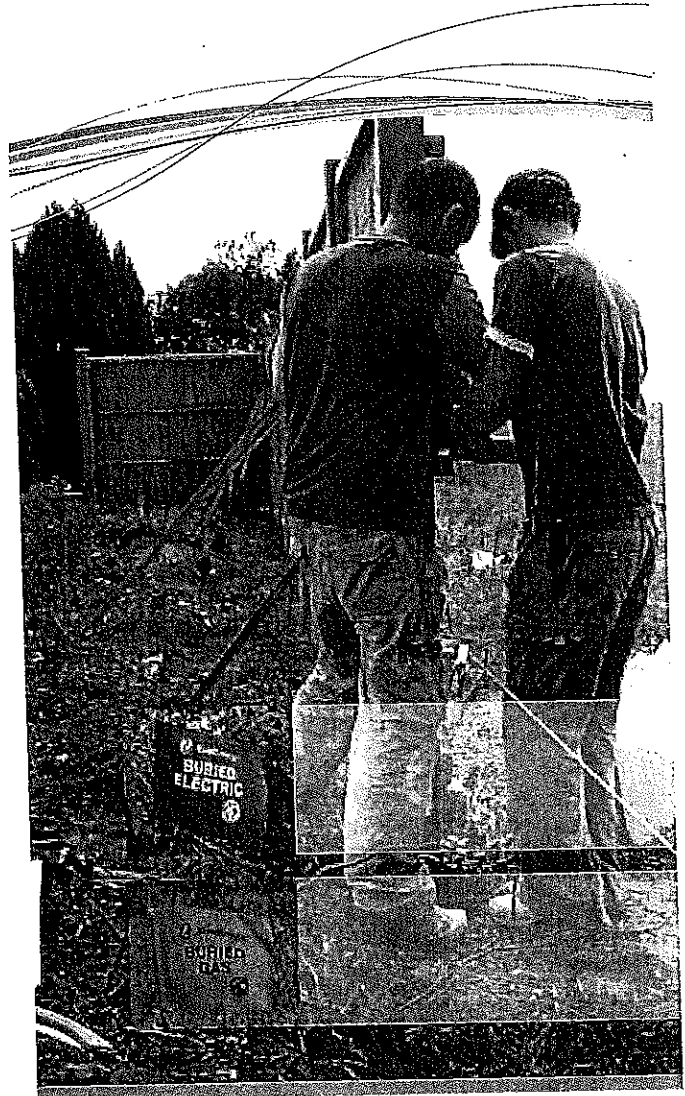
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Work Safely Around Energy Lines

Your Safety Is Our Priority



POWER LINES ARE DANGEROUS

Simple tasks such as pruning a tree, cleaning your gutters or making repairs to the outside of your home can seriously injure you or even be fatal when overhead power lines are nearby. When working outdoors, always look up first to locate overhead lines and assume that any line is energized.

- Keep yourself, ladders, work tools, and any object you're holding—no matter what it's made of—more than 10 feet away from power lines.
- When you're working or hunting in fields near irrigation pipes and you need to lift a pipe upright, first look up for power lines. If power lines are present, be sure the pipe is at least 10 feet from them.
- Pruning trees near power lines is dangerous; only qualified tree trimmers may trim near high voltage power lines.
- Never plant vegetation near metal boxes that house electrical equipment. Also, if you notice any tampering or missing locks on the equipment, contact us immediately at 800-895-1999.

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, watch out for 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 try to retrieve lures tangled with power lines.
- Always be aware of **HIGH VOLTAGE WARNING** and **DANGER** signs. Heed the warnings 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. - will allow electricity to flow from the line and anything the line is touching 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 when you have a digging project. Smart digging means calling 811 several days 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 all utilities time to locate and mark their lines.
- Respect the marks.
- Avoid digging near the marks.
- Don't assume anything.

Calling 811 is a **free** service that serves to prevent injuries, property damage, inconvenience and expense. Utilities do not locate customer-installed lines such as those that provide gas to a grill, heat to a pool or garage.

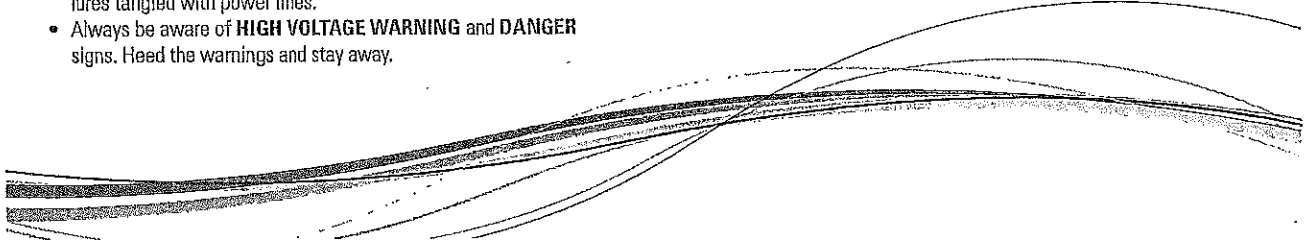
NORTH DAKOTA AND SOUTH DAKOTA ONE CALL:

Call 811 two business days in advance.

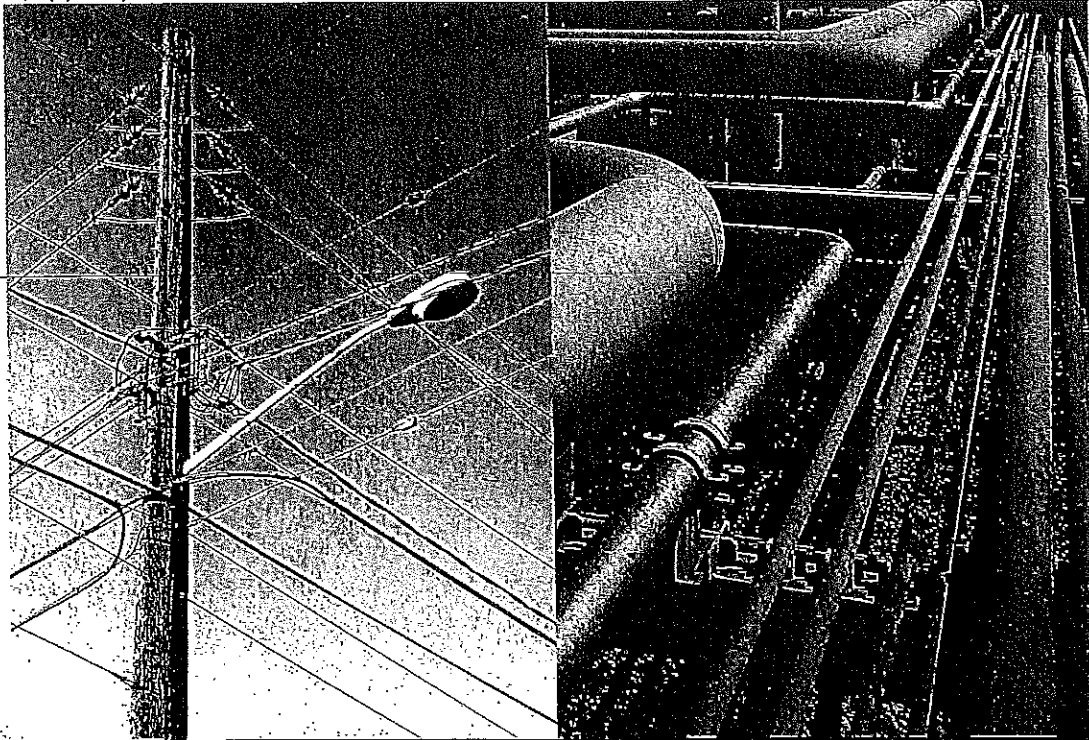
Please note that 811 is not an Xcel Energy number.



Know what's below.
Call before you dig.



contractor beware

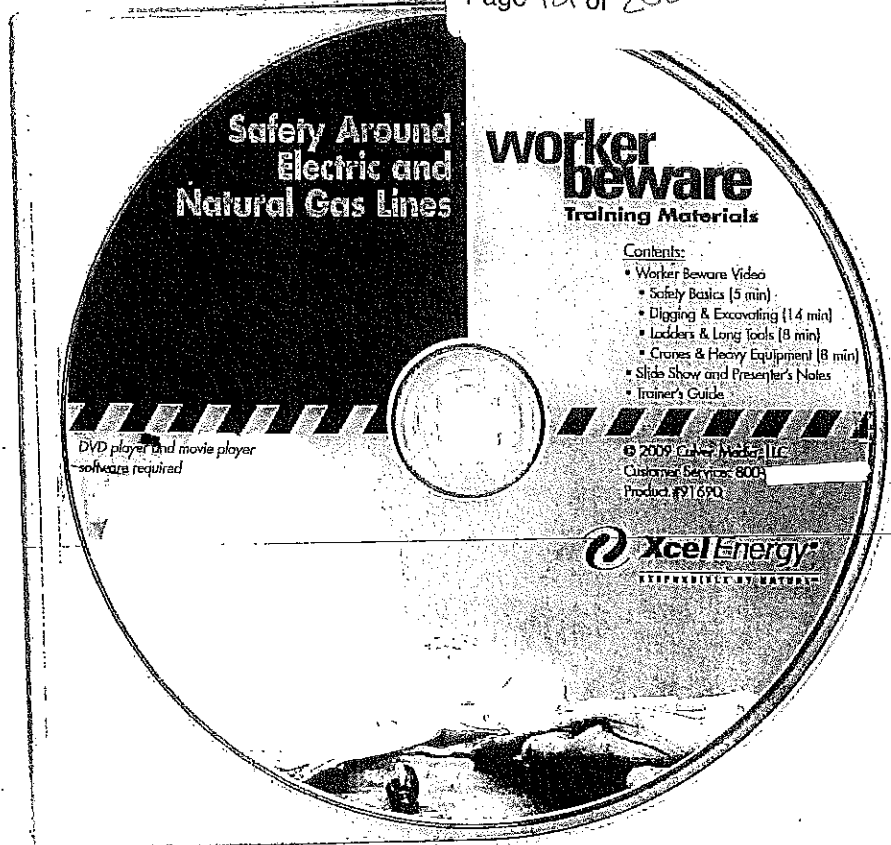


**Work Safely Around Electric
and Natural Gas Lines**



 **Xcel Energy**[®]

Visit www.xcelenergysafety.com



Contractor Beware



Welcome to the Contractor Beware safety resource website, a project of Xcel Energy.

Home

Order FREE Materials

Advanced Safety Info

Training Tools

Videos

Satisfaction Survey

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](#).

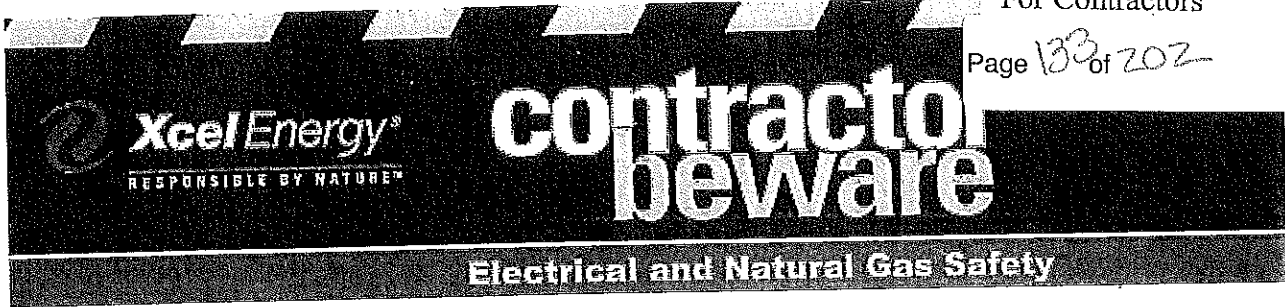
- **Interested in safety videos?** Watch programs that address digging, hand tools, heavy equipment, and more.

- **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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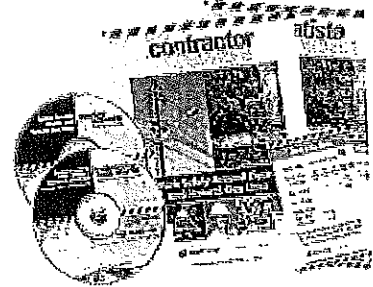
Training Tools

Video

Satisfaction Survey

Order Your Free Safety Training Materials

To help you teach employees how to work safely around electrical and natural gas lines, we're pleased to offer you a FREE safety training kit.



2009-2010 Safety Training Kits Available in English and Spanish

Kit Includes:

- **Contractor Beware Booklets (20)**
These 8-page booklets feature full-color photos that illustrate key safety tips regarding overhead and underground power lines, excavation, spotte and equipment usage, and natural gas lines.
- **Wallet Cards (20)**
This is a quick reference guide to carry with you at all times. Contains critical information and telephone numbers. *Additional Wallet Cards may be ordered to accommodate all employees.*
- **Worker Beware DVD (1)** which contains:
 - **Worker Beware video:** This video training tool contains the latest, utility-related safety information available and enhances our other program materials. The video is broken into manageable, scenario-specific training modules for your convenience, including:
 - o Introduction: Electric & Gas Safety Basics (5 min.)
 - o Module I: Digging & Excavating (14 min.)
 - o Module II: Ladders & Long Tools (8 min.)
 - o Module III: Cranes & Heavy Equipment (8 min.)
 - **Slide Show:** This presentation is designed to enhance your safety meeting by introducing basic safety information to participants before viewing the video. It includes talking points to assist you with each slide.
 - **Trainer's Guide:** This comprehensive guide addresses everything you need to run an effective safety training

session, such as learning preferences, room set-up tips, presenter's notes, and ideas for discussion and activities.

How to Order:

Simply click the "Order" button below and complete the online order form. Orders are filled on a first-come, first-served basis. Please allow 2-4 weeks for delivery.

[Order here](#)

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Electrical and Natural Gas Safety

DIG SAFELY LOOK UP AND LIVE CASE STUDIES

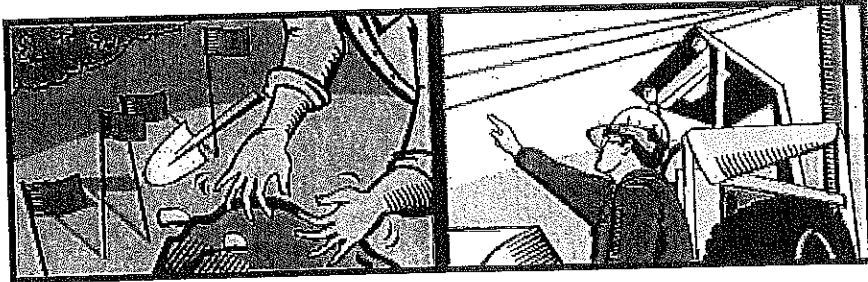
**CONTRACTOR
TRAINING QUIZ**

Welcome to our safety website. We hope this site will help you work safely around electric and natural gas utilities. Here's how to get the most from it:

- **Test your safety skills.** First take our [Contractor Training Quiz](#) to find out how much you already know about staying safe...and how much you may still need to learn.
- **Learn something new.** Use the [Dig Safely](#) and [Look Up and Live](#) tabs above to find basic safety guidance.
- **Looking for specific tips?** The [Site Map](#) gives you an at-a-glance overview of all pages on this site.
- **Read about safety mishaps.** Check out our [Case Studies](#) to learn from other workers' mistakes.
- **The [Facts Buttons](#) have stories, statistics, and useful tips.** Look for them at the bottom left of most pages.



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**Are You Living Dangerously On The Job?
Contractor Training Quiz**

How safe are you *really* around electricity and natural gas? Take this quiz and find out. For each question, circle the answer that best describes how you would typically respond to each situation on the job. (Answers are on a separate sheet.)

1. You arrive at an excavation job to find there are no utility locator marks. Your co-worker assures you the one-call utility locator service was contacted. What do you do?
 - A. Go ahead and start the work. The job has to be done today.
 - B. Ask your boss to call the utility locator service again. Ask for a new assignment until the utilities are marked.
 - C. Hand dig until you find some utilities yourself. Then excavate around them with your heavy equipment.

2. The path of underground utilities has been marked. Your boss asks you to hand dig to expose the utilities and confirm their depth. What do you do?
 - A. Use a blunt trenching tool and carefully pry away dirt to expose utilities and confirm their depth before beginning excavation.
 - B. Use a pick to hand dig and expose the utilities.
 - C. Borrow an electric post-hole digger to expose utilities.

3. During a digging job you nick an underground natural gas pipeline. What do you do?
 - A. Patch the nick with duct tape and backfill the hole with dirt.
 - B. Leave the hole open. Call the utility and inform your supervisor.
 - C. Ignore the hit. Maybe no one will notice.

- 4. Your excavation company uses trenchless technology. What needs to happen at the start of every new job?**
- A. The drill rig has a utility strike alarm that senses the magnetic field around buried power lines, so your company doesn't need to notify anyone that you'll be working around power lines.
 - B. You need to level the job site before work can begin.
 - C. Your company must notify the one-call utility locator service to mark the location of utilities at least two days before work will begin.
- 5. You are operating heavy equipment that contacts an overhead line. What do you do?**
- A. Get off the equipment as quickly as possible. Run away.
 - B. Stay put. Warn others away. Have someone call the utility.
 - C. Knock the wire down so it's not touching the equipment.
- 6. You need to work closer than 10 feet from a 15,000-volt power line. What do you do?**
- A. Make sure no one is looking and just try to stay away from the line. Don't forget to duck.
 - B. Ask your employer to call the utility and find out what safety measures can be taken.
 - C. Designate a spotter to make sure you don't bump into the power line.
- 7. You will be working on a construction site that has a 115,000-volt power line running through it. You need to keep your crew a safe distance from the line. What do you do?**
- A. Don't worry about it. The really high-voltage lines are insulated.
 - B. Establish a 10-foot safety clearance boundary and keep everyone away.
 - C. The required clearance for power lines with more than 50,000 volts is greater than 10 feet. Contact the electric utility to learn the clearance and for safety suggestions.
- 8. You'll be operating a crane near a power line. Before you even set foot in the cab, what do you do?**
- A. Survey the site to be sure you are aware of all overhead lines. Once the voltage and proper safe work distance are established, designate a spotter to be sure the crane stays at least that distance from the power line.
 - B. Have a cup of coffee so you'll be alert to the danger. Then you won't need any help from a spotter.
 - C. Plan your escape route, so you'll know which way to jump if your crane hits a power line.

9. A motor vehicle accident near your job site causes a power line to come down on the car involved. What do you do?

- A. Quickly run to the car and get the people out.
- B. Notify 911 and the utility of the accident and the power line being down. Keep others away until it is safe to help.
- C. Grab the power line and pull it off the car. Then it will be safe to help the accident victims.

**Are You Living Dangerously On The Job?
Contractor Training Quiz
Answers**

1. B
2. A
3. B
4. C
5. B
6. B
7. C
8. A
9. B

The banner features the Xcel Energy logo on the left with the tagline "RESPONSIBLE BY NATURE". The central text reads "contractor beware" in a large, bold, sans-serif font. To the right, there are three navigation links: "HOME PAGE", "SITEMAP", and "TRAINING QUI". Below the main banner, a secondary bar contains the text "Electrical and Natural Gas Safety".

[DIG SAFELY](#) [LOOK UP AND LIVE](#) [CASE STUDIES](#)

Prevent Utility Dig-Ins

[Prevent Utility Dig-Ins](#)

[Call Before Digging](#)

[Understand Locator Marks](#)

[Tolerance Zones](#)

[Hand Digging](#)

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[Trenchless Technology](#)

[If You Contact a Utility](#)

Utility contacts can be costly—and deadly.

Underground utility contacts cost utility owners and contractors millions of dollars in repair and service disruption costs every year. Not only that, workers who contact buried utilities put themselves and the public at risk of injury or death. It's your responsibility to dig safely to protect yourself, your crew, and the public.

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If You Contact a Utility

Call Before Digging

- **Contact your one-call utility locator service.** Call the locator service before you dig, blast, bore, trench, drill, grade, or excavate in any way. The local one-call utility locator service will arrange for marking of underground power lines and other utilities so you can keep your distance. If you can white-line your proposed excavation route, locators can more easily mark the affected utilities.
- **Never rely solely on your utility maps.** Utility maps are not updated often, and the markings may be off. The one-call center has the most current, most accurate information about buried utilities.

Call your one-call utility locator service well ahead of digging, so underground utilities can be marked and you can work safely.



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If You Contact a Utility

Understand Locator Marks

- **Utility locator markings protect you.**
Make sure you and your crew know how to read utility locator markings and know the American Public Works Association (APWA) uniform color code for marking underground utilities. Color code charts are usually available from your local one-call utility locator service.
- **Locator flags are placed within paint marks.**
If you find flags outside the borders of locator markings, someone may have tampered with them. Contact your local one-call utility locator service.



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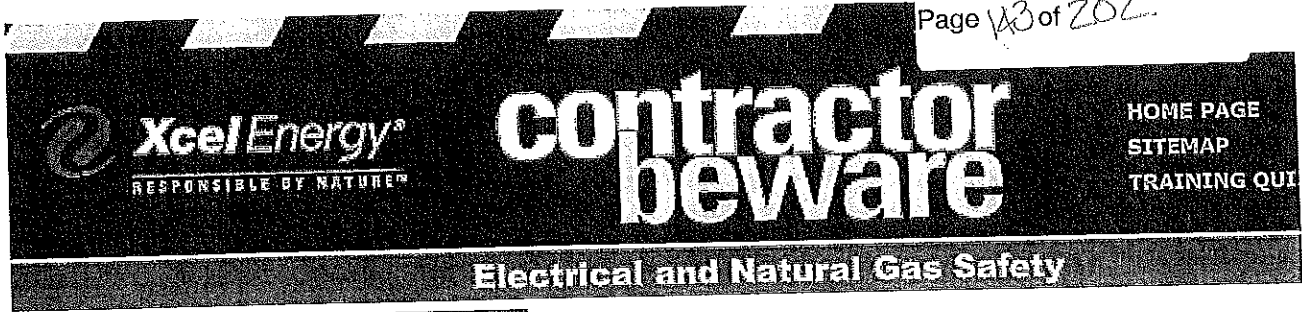


APWA Color Codes:

- Electric Power Lines
- Gas, Oil, or Steam
- Communication Lines, Cables, or Conduit
- Potable Water
- Reclaimed Water, Irrigation, and Slurry Lines
- Sewers and Drain Lines
- Temporary Survey Markings
- Proposed Excavation

Utility locator markings protect you from injury and prevent damage to underground utilities. Make sure you and your crew know how to read them.

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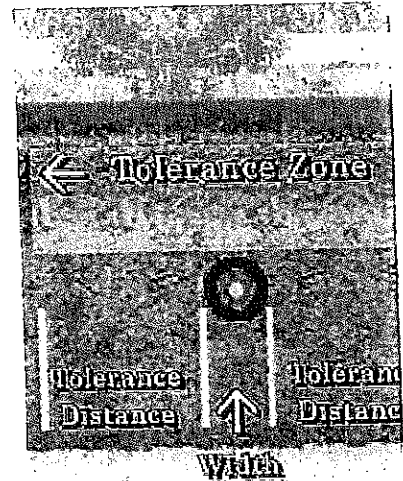
Tolerance Zones

- **The tolerance zone protects buried utilities.**

The tolerance zone is the width of an underground utility plus a specified tolerance distance on both sides of that utility. Do not use power-digging equipment within this zone. The zone provides a margin of error in case the locator marks are slightly off. It also provides a buffer zone to prevent damage resulting from nearby excavation.

- **The tolerance zone also protects you.**

If you do not respect the tolerance zone, you risk contacting buried utilities. You also risk damaging them indirectly by removing supporting soil, which could cause the utility to bend or break. You could be injured or killed, and your company could be liable for any damages that occur.




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To avoid damaging buried utilities, do not power dig within the tolerance zone. Hand dig or use vacuum technology instead.

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Hand Digging

Check utility depth for yourself.

Before you can safely cross or work close to an underground utility, you must first verify its depth. Flags and locator marks tell you the direction the utility is running, but not how deeply it is buried. The only way to be sure of utility depth is to carefully expose it and see for yourself.

Proper hand-digging tools and techniques will protect both you and the utility:

- Use a blunt-nosed shovel to loosen the soil, and a regular shovel to remove it. Do not use a pickax or a pointed spade. Do not stab at the soil or stomp on the shovel with both feet.
- Work with a gentle prying action and dig at an angle, so the shovel will slide along the surface of the wire, conduit, or pipe. Or, dig to the depth where you expect the utility to be, but off to the side. Then use a prying motion to break away soil as you approach the utility laterally.

Use proper hand-digging tools and techniques to safely verify the depth of any buried utilities you must cross or work near.

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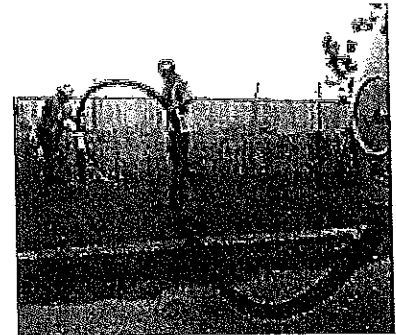
Vacuum Technology

Trenchless Technology

If You Contact a Utility

Vacuum Technology

- **Vacuum equipment helps you verify utility depth.**
Before you can safely cross or work close to an underground utility, you must first verify its depth. Flags and locator marks tell you the direction the utility is running, but not how deeply it is buried. The only way to be sure of utility depth is to carefully expose it yourself.
- **Vacuum equipment saves hand labor.**
Vacuum technology can expose buried utilities without harming them. It uses suction and water pressure to remove soil down to the utility. Operate vacuum equipment only if you have been properly trained in its use.
- **If damage to a utility does occur, report it immediately.**
Repairs can be made more easily while the utility is still exposed. Never try to fix a damaged utility yourself.



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Be sure to wear proper personal protective equipment when using vacuum technology to verify utility depth.

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Trenchless Technology

- **Call the one-call utility locator service.**

If you are planning to use directional drilling, contact your local one-call utility locator service well ahead of the job. Let them know about the equipment you will be using, and ask them to space locator marks closer together. This will help you see if the utility's path shifts or turns suddenly.

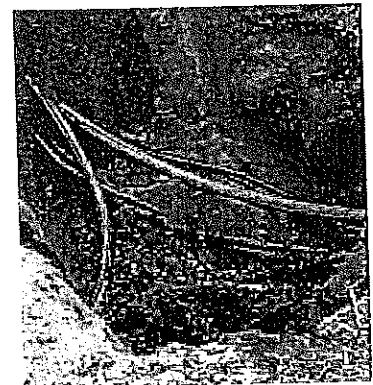
- **Dig potholes so you can visually monitor the drill head.**

A buried drill head makes it impossible to tell if you've struck a utility. This makes it even more important to keep a safe distance. Make sure the drill head remains at least three feet away from the utility. Keep the hole open until the drill head has been pulled back and the drilling is over.


- **Calibrate the bore head and locating device at the beginning of each job.** Remember, the locating device can monitor the bore head on the initial pass, but cannot monitor the backream head.

Stay at least three feet away when boring parallel to buried utilities. Pothole utilities so you can monitor the bore head path and visually verify a safe distance.

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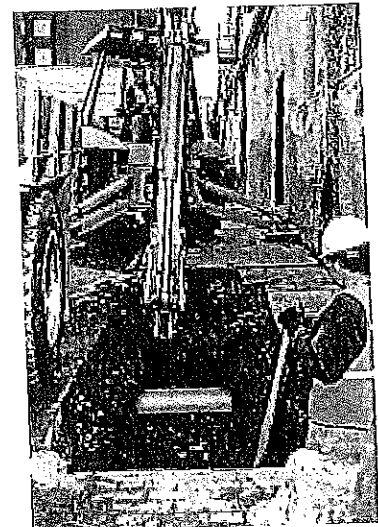
If You Contact a Utility

There's no such thing as minor damage to utilities.

What looks like a small nick in a gas, sewer, electricity, or water line can result in a major health and fire hazard to the surrounding neighborhood. And damaged phone lines or fiber optic cables can disrupt 911 emergency service.

Never bury a damaged utility.

Trying to cover up an accident can be dangerous, and can lead to costly damages or criminal charges against you and your company. Take the following steps instead:



In case of electrical contact:

- Call 911 and the electric company immediately.
- Warn co-workers to stay away.
- Do NOT touch the equipment and the ground at the same time.
- Stay on the equipment unless it's on fire.
- If you must exit the equipment, jump clear and land with your feet together. Shuffle away with feet together and on the ground.

In case of gas pipeline contact:

- Call 911 and your gas utility immediately.
- Call your supervisor.
- Keep people out of the area.
- Keep all ignition sources (like vehicles) away, as this can cause gas to ignite.
- Be available to tell emergency personnel what happened.

In case of other utility contact:

- Notify your supervisor and the utility owner immediately.
- If you cut a fiber optic cable, do not look into the end of it. This can cause serious eye damage even if the light source is not visible.

Contractor Beware: If You Contact a Utility

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In the event of any type of utility contact, take appropriate safety steps and notify your supervisor and the utility immediately.

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Power Line Safety

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Irrigation Systems

Downed Power Lines

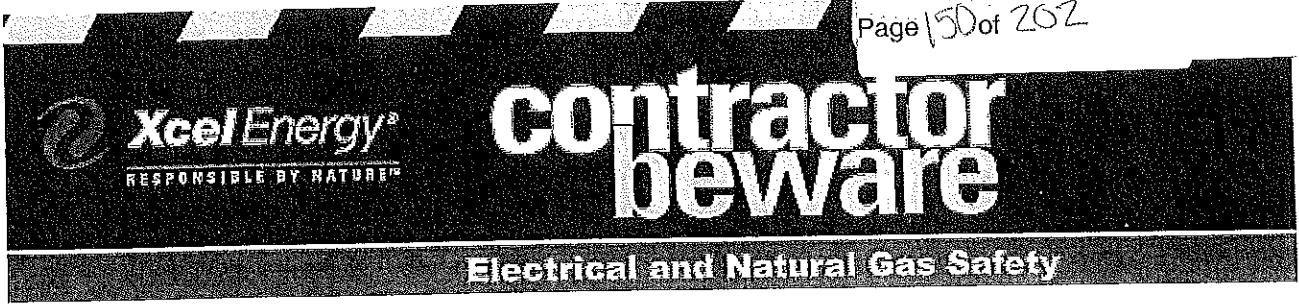
If a Co-Worker Hits a Line

If You Hit a Power Line

Contacting an overhead power line could cost you your life.

Overhead power lines are not insulated. So if you touch one with your body, your equipment, or your tools, you or someone you work with could die. Everyone who works near power lines is at risk, whether you operate heavy equipment or use ladders and hand-held tools. It's up to you to work safely to protect yourself, your crew, and the public.

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Interactive Training Tools

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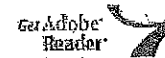
[Training Tools](#)

[Video](#)

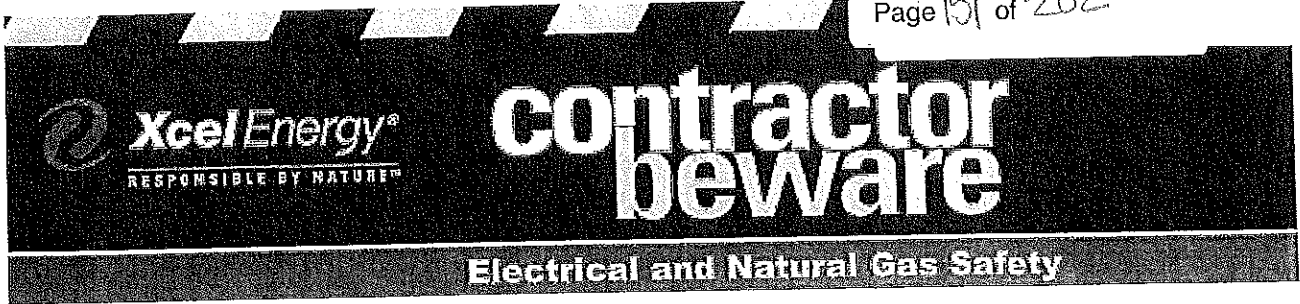
[Satisfaction Survey](#)

Our interactive training tools give you everything you need to teach and learn about working safely near utility lines. You can use them on this website, or download them by right-clicking an item and saving it to your computer.

- **Safety Trainer's Guide.** Step-by-step instructions for an easy, effective safety meeting (to download Adobe Acrobat click icon below).
[English](#) [Spanish](#)
- **Slide Show.** A 15-minute presentation of critical safety tips (to download Macromedia Flash Player click icon below).
[English](#) [Spanish](#)
- **Slide Show Presenter's Notes.** Talking points to support use of the slid show in a safety training.
[English](#) [Spanish](#)



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Home

Order FREE Materials

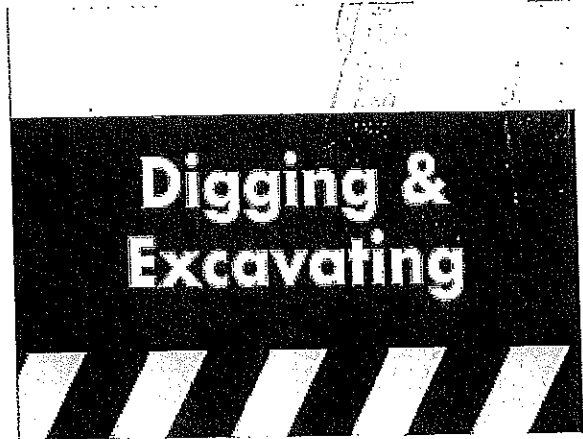
Advanced Safety Info

Training Tools

Video

Satisfaction Survey

**Worker Beware:
Digging &
Excavating**
(14 min.)



**Worker Beware:
Ladders & Long
Tools**
(8 min.)



**Worker Beware:
Cranes & Heavy
Equipment**
(8 min.)

Contractor Beware

Safety Web Interactive
For Contractors

Page 152 of 202

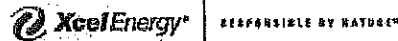


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Worker Safety Program

FREE from Xcel Energy[®]

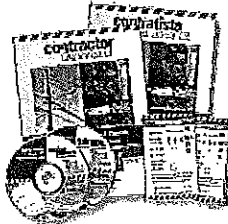


Invitation to Receive Training Materials

**Click Here
to Request
Your Materials.**

At Xcel Energy, we'd like to help contribute to your company's well-being by providing you with worker safety training materials—at no charge. These materials can help protect you, your workers and the public when working around electrical and natural gas lines.

Your training material kit will include:

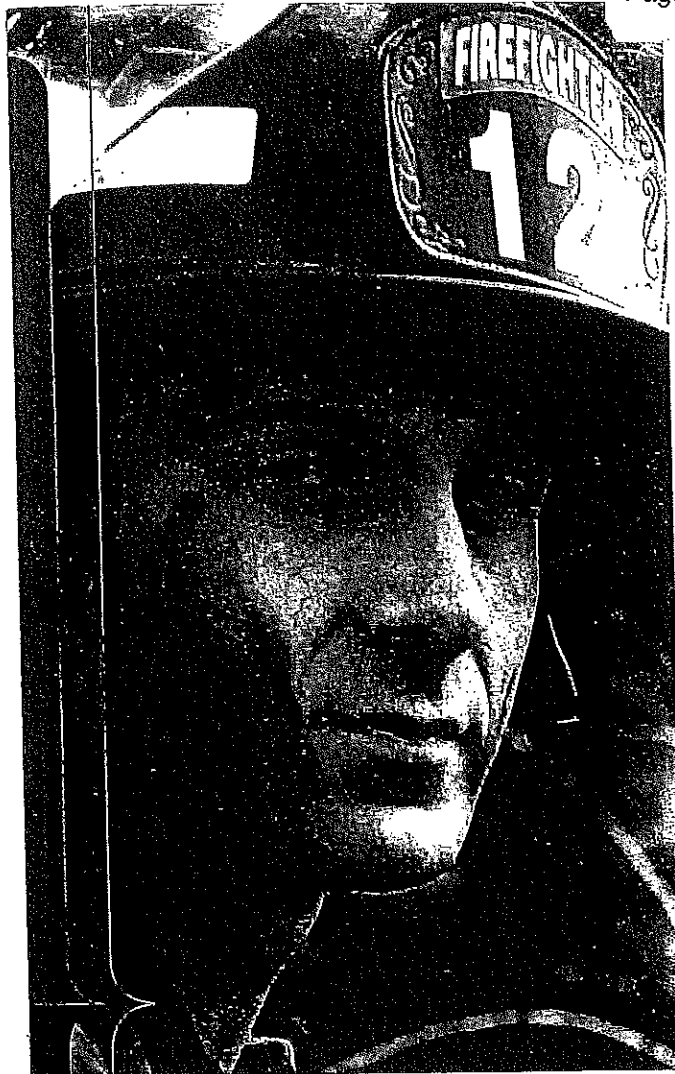


- **Books** with concise information and bold color photos that illustrate key safety tips regarding working around underground and overhead utilities.
 - **Wallet cards** with valuable excavation locator marks, dig guidelines and helpful phone numbers—putting valuable information at your finger tips.
 - **DVDs** of our *Worker Beware* video that addresses electric and natural gas safety basics, as well as detailed guidelines for digging and excavating, using ladders and long tools and cranes and heavy equipment.
- NOTE: all materials are available in English and Spanish.

Orders are filled on a first-come, first-served basis, so we invite you to take advantage of this opportunity.

Make online requests at:
www.culverco.com/xcelenergycontractors

Thank you for your commitment to education and the safe and responsible use of energy.



**IMPORTANT
EMERGENCY RESPONSE
INFORMATION**



Welcome to the First Responder Beware safety resource website, a project of Xcel Energy.



Home

Order FREE Safety Materials

NEW On-line Resource Training

Advanced Safety Info

Training Tools

Links

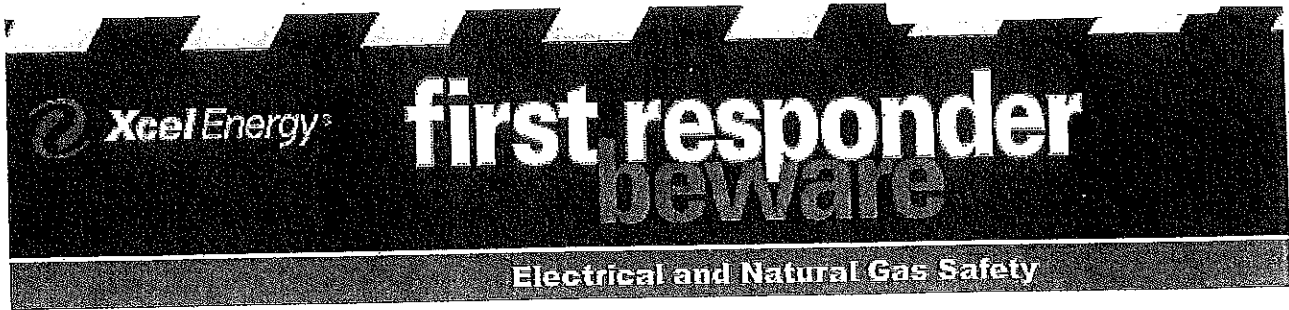
Survey

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.](#)
- **Are you interested in on-line training?** Visit [responding to utility emergencies.](#)
- **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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Home

Order FREE
Safety Materials

Order Form

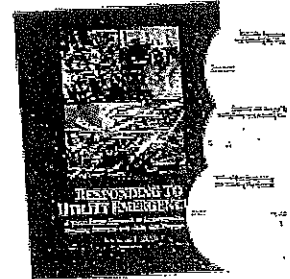
Advanced Safety Info

Training Tools

Survey

Order Your Free Safety Training Materials

To help you teach first responders how to work safely around electric and gas utility equipment, we're pleased to offer you a FREE *First Responder Beware* safety training kit:



- **Books: "Responding to Utility Emergencies"**

The Responding to Utility Emergencies book provides first responders, firefighters, police officers and other emergency personnel with a common sense approach towards handling utility emergencies. It applies response principles learned and developed from countless case histories. The book includes information on everything from the fundamentals of electrical and natural gas distribution to emergency site assessment and tactical control the scene.

- **DVD: AEGIS "Recognizing and Avoiding the Hazards"**

Depending on your service area, you will receive either Natural Gas, Elect or Combo.

[Order here](#)



first responder beware

Electrical and Natural Gas Safety

Home

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Advanced Safety Info

Overhead Line Safety

Downed Power Lines

Car/Pole Accidents

Substation Fires

Natural Gas Leaks

Natural Gas Fires

Training Tools

Survey

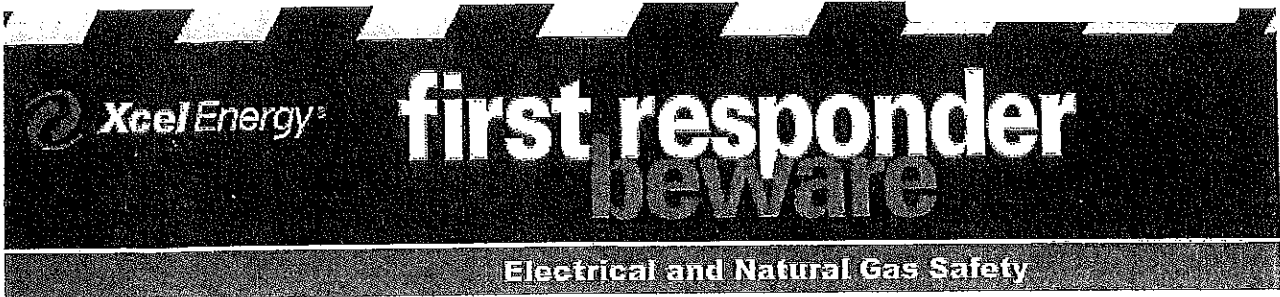
Advanced Safety Info

Firefighters, police, and EMTs are typically first on the scene in an emergency and face the greatest risk from electrical contacts, natural gas leaks, and fires. Understanding the potential dangers and learning how to deal with them correctly makes everyone safer.



This website and the information in the *First Responder Beware* materials are designed to supplement, not replace, your department's standard operating procedures (SOPs).

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One-Minute Satisfaction Survey

Home

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Safety Materials

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Training Tools

Survey

Please take our brief survey. Your feedback will help us improve our materials and our program. Thank you very much!

1. How many employees/volunteers in your organization require safety training?

2. Of these, what percentage participated in the *First Responder Beware* program?

3. On average, how many hours of training did each person spend with the safety materials?

4. Which of the *First Responder Beware* materials do you consider most valuable to your organization?

5. How effective were the *First Responder Beware* materials that you used?

- Poor Fair Good Very Good Excellent

6. Which three of the following types of safety training materials do you prefer to receive? Please rank them in order of preference by entering **1** to indicate the type of materials you prefer most, **2** to indicate your second choice, and **3** to indicate your 3rd choice.

- Training materials (such as videos) on DVD
 Print materials such as posters, booklets, or brochures
 Slide show presentations
 Interactive website with safety training and testing
 Other, please specify:

7. Why do you use safety training materials? (Please check all that apply.)

- Insurance premium reduction
 OSHA requirement
 Improve employee/volunteer well being

Other please specify:

8. From which one of the following types of organizations do you get most of your safety training materials?

- Trade Association. Which one?
- Insurance Company. Which one?
- Local Utility Company
- Other, please specify: _____

9. How likely are you to use a free online, interactive safety training website that assesses your employees'/volunteers' learning needs and tracks their progress?

- Very Unlikely 1. 2. 3. 4. 5. Very Likely

10. Overall, how would you rate the *First Responder Beware* Program?

- Poor Fair Good Very Good Excellent

11. Please provide the following if you wish. (Optional)

Name: _____

Title: _____

Company: _____

E-mail Address: _____

Phone Number: _____

12. Please select your preferred method and the best time of year to receive safety information or offers of free safety training materials:

Method: Regular Mail E-mail

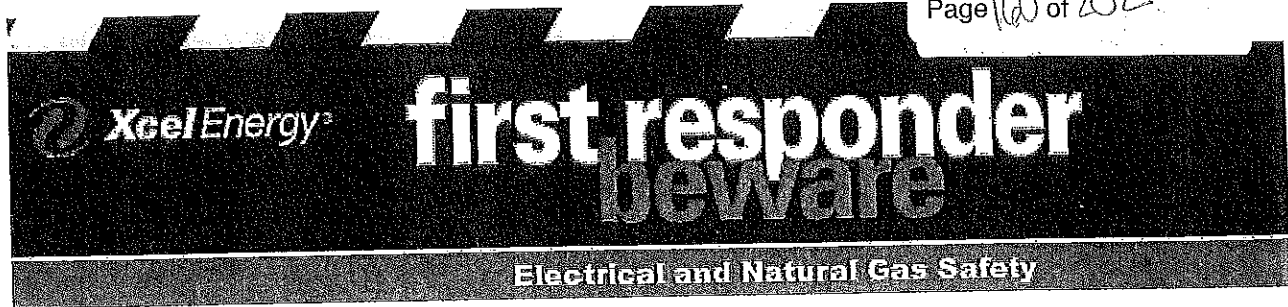
Season: Winter Spring Summer Fall Anytime

13. What is your opinion of Xcel Energy?

- Poor Fair Good Very Good Excellent

Do you have any other comments about our materials or the program?

Submit this survey



Overhead Line Safety

Home

Order FREE
Safety Materials

Advanced Safety Info

Overhead Line Safety

Downed Power Lines

Car/Pole Accidents

Substation Fires

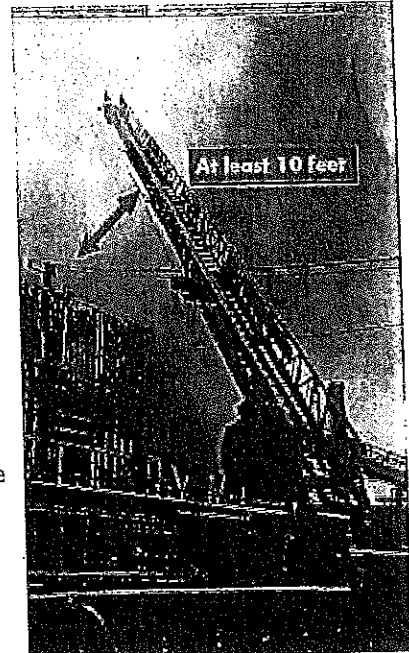
Natural Gas Leaks

Natural Gas Fires

Training Tools

Survey

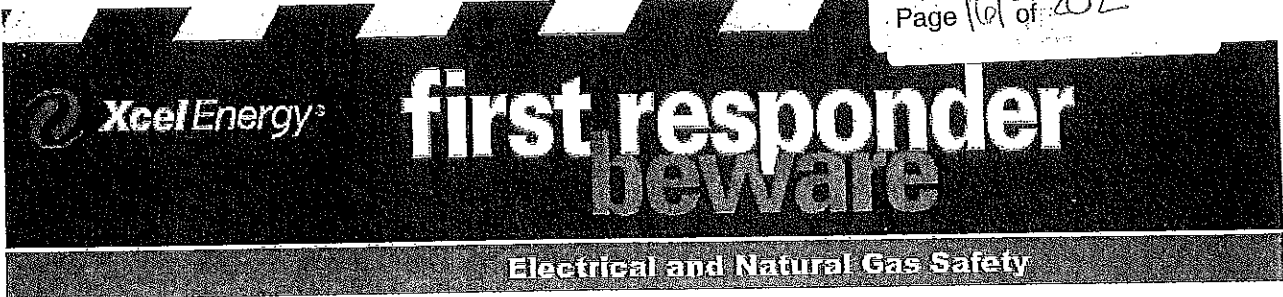
- Assume *all* lines are energized and potentially dangerous.
- Keep personnel and equipment at *least 10 feet from overhead lines at all times*. Consider how close aerial equipment will be when fully extended, and use a spotter to monitor placement.
- OSHA requires greater than **10 feet of clearance from lines that are over 50,000 volts**. For example, the minimum clearance for a 500,000-volt line is 18 feet. There are no visible markers to identify a power line's voltage, so call the local electric utility for clearance information if you are unsure.



Ladder Hits Lines; Firefighter Dies

Three firefighters were positioning a 35-foot aluminum extension ladder outside a three-story building with an active fire on the third floor. Two of the firefighters apparently slipped and lost control of the ladder, which fell against a 7,600-volt power line. One firefighter was killed and one was seriously injured.

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Natural Gas Leaks

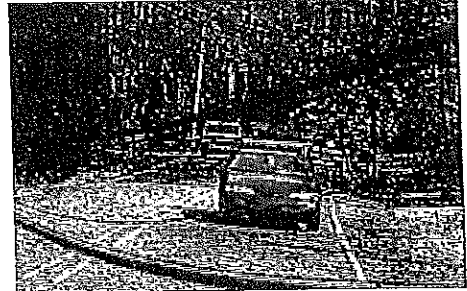
Natural Gas Fires

Training Tools

Survey

Downed Power Lines

- **Secure the area.** Keep yourself and the public *at least* 30 feet away from fallen power lines. Fallen transmission lines from large towers require 100 feet of clearance.
- **Stay clear of *all* downed lines and anything they are contacting,** including nearby fences, trees, cable or phone lines, and the ground.
- **Be extremely cautious when using water to fight fires near downed power lines.** If you must use water, use only a mist or spray. Do not use stream—it can create a clear path for current.



Fire Captain Electrocuted by Downed Line

A 36-year-old fire captain was fatally shocked when he brushed against a fallen 12,000-volt power line while fighting a pre-dawn house fire. The line had fallen into a nearby pine tree and was dangling just above the ground.

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Electrical and Natural Gas Safety

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Natural Gas Fires

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Survey

Car/Pole Accidents

- **Do not enter or contact vehicles that may be energized.** Instead, instruct victims to drive the vehicle away from the line if they can do so safely.
- **If the vehicle cannot be safely moved, instruct victims to stay put** until utility personnel give the all clear.
- **If victims are in imminent danger from fire or other hazards, stay away, and instruct them to jump clear** without touching the vehicle at the ground at the same time. They must land with their feet together and shuffle away with small steps.
- **If victims are injured, disabled, or otherwise unable to safely exit the vehicle,** your incident commander will tell you how to proceed.



Vehicle Rescue Goes Awry

A car that had struck a utility pole lay on its side with an injured passenger pinned inside, just two feet away from downed power lines. In an attempt to stabilize the vehicle, rescuers ran a steel winch cable below the sagging power lines and attached it to the car's luggage rack. A fire chief, a firefighter, an EMT, and a bystander were holding the cable when the luggage rack pulled loose; it and the cable contacted the energized lines. The fire chief and bystander were both killed; the firefighter and EMT were severely burned.

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first responder beware

Electrical and Natural Gas Safety

Substation Fires



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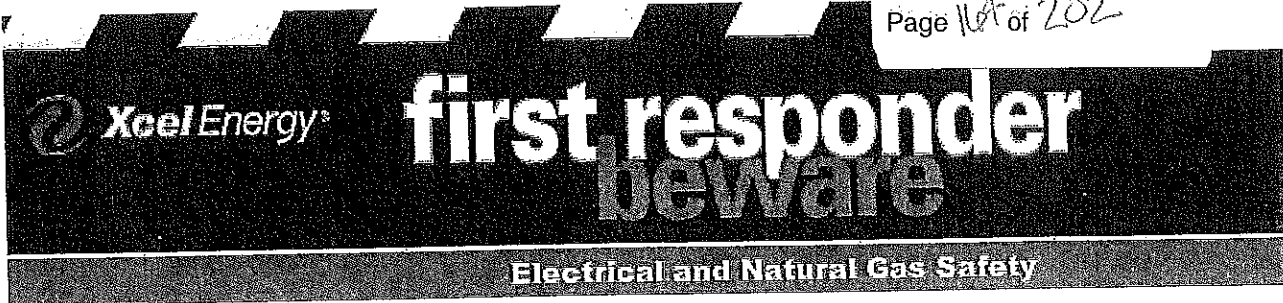
Survey

- **Let it burn.** Burning electrical equipment is already ruined and will be replaced. Contact the local utility and wait for them to arrive.
- **Evacuate the area.** Keep people at least 300 feet away. Protect exposures to prevent fire from spreading.
- **If an equipment fire must be suppressed,** utility personnel and your incident commander will tell you how to proceed.

Successful Response to Substation Fire

A circuit breaker containing 20 gallons of mineral oil caught fire and exploded at a rural electric substation. Flames and smoke shot 200 feet into the air. Firefighters evacuated nearby residences within 300 feet, set up a 100-foot perimeter around the substation, closed the nearby highway, and let the fire run its course. Thanks to proper response procedures, no one was injured.

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Safety Slide Shows

- Home
- Order FREE Safety Materials
- Advanced Safety Info
- Training Tools
 - Safety Trainer's Guide
 - Slide Shows
 - Survey

The *First Responder Beware* safety slide shows can be used for individualized or group instruction. If you plan to present them in a group training situation, you may find the presenter's notes useful. These notes provide slide-by-slide talking points and additional information.

Electrical Safety for First Responders

Covers electrical systems, power line safety, downed power lines, vehicle rescue and substation/transformer fires.

- [Slide Show](#)
- [Presenter's Notes](#)

Natural Gas Safety for First Responders

Covers gas delivery system, preventing gas ignition, responding to indoor and outdoor gas leaks, and natural gas fires.

- [Slide Show](#)
- [Presenter's Notes](#)

These tools can be used on this website or downloaded to your computer to use at a later date. To download them, right-click on the item, choose Save Target As..., and save the file to your computer.

When you double click on the file you saved, it may open or your computer may put up a dialog box that says "Windows cannot open this file" and ask you "What do you want to do.?"

If this happens, choose the "Select the program from a list" button and click ok.

When the "Open With" dialog box comes up, choose Internet Explorer or another browser, click the "Always use the selected program to open this kind of file" and click OK.



NORTHERN STATES POWER COMPANY, a Minnesota corporation
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2010
Advertising

Docket No. EL11-_____
Schedule H-3
Page 165 of 202

TOTAL CONSERVATION ADVERTISING

Total to
South Dakota
\$ 1,717

Category Conservation
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Web Interactive

Category Conservation
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print

Category Conservation
Timing: January - December
Market: Sioux Falls
Media Type: Television

LET'S HAVE A CONSERVATION CONVERSATION



Energy-saving tips. Environmental ideas.
Come on in...



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YOU CAN CONTROL YOUR ENERGY BILL



© 2002 XCEL ENERGY INC.

Energy tips. Environmental ideas.
It all starts when you click here.



LOG ON POWER DOWN
GREEN UP



© 2008 XCEL ENERGY INC.

Get a lower energy bill and
a cleaner environment.

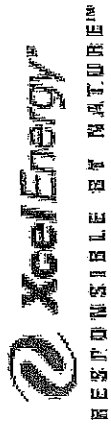


RESPONSIBLE ENERGY IN HARMONY WITH THE ENVIRONMENT

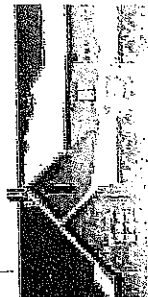


Saving money. It's music to your ears.
Get details.





Warm up to these
ENERGY-SAVING TIPS

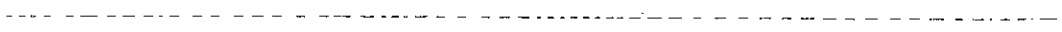


Call 1.800.885.1999 to report a power outage.



**LEARN SIMPLE WAYS
TO SAVE MONEY...
AND SAVE ENERGY.**

[> LEARN TO SAVE MONEY HERE](#)



WeatherBug
My Weather: Sioux Falls, SD 57101
Change Location 86.412.280

Home
Forecast
Radar & Maps
Severe Weather
Live Cameras
Weather News
Travel Weather
Outdoor Health
Weather Fun
Photos
Videos
Get Your Allergy Info
Cold & Flu
Upgrade Now FREE

Current Conditions
Foss Field
Sioux Falls, SD
04/08/09 07:33:58 PM
100 - 80 - 60 - 40 - 20 - 0 - 20
50.0°
Wind Chill: 47°
Humidity: 48%
Dew Point: 30°
So Far Today
High: 53° Rain: 0.00"
Low: 29° Gust: HW 20
More Observations

Forecast
Tonight
High: --
Low: 25°
Partly cloudy... More
Thursday
High: 48°
Low: 28°
Partly sunny... More
Friday
High: 48°
Low: 32°
Partly cloudy... More

Weather Window
Camera Radar Photos Storm Central
Follow the Exclusive WeatherBug Coverage
CLICK HERE
Early April Snow
Thursday's Weather Outlook
National Weather Cast
Spring Photos
Xcel Energy® SAVE ENERGY. SAVE MONEY.
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Saving money. It's music to your ears.
Get details.



Xcel Energy® RESPONSIBLE BY NATURE™

WeatherBug
My Weather: Sioux Falls, SD 57101
Change Location 86.414.623 Downloads Share WeatherBug

Home
Forecast
Radar & Maps
Severe Weather
Live Cameras
Weather News
Travel Weather
Outdoor Health
Weather Fun
Photos
Videos
Get Your Allergy Info
Cold & Flu
Upgrade Now FREE

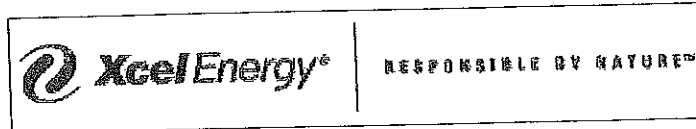
Current Conditions
Foss Field
Sioux Falls, SD
04/08/09 10:20:55 PM
100 - 80 - 60 - 40 - 20 - 0 - 20
37.9°
Wind Chill: 32°
Humidity: 74%
Dew Point: 30°
So Far Today
High: 53° Rain: 0.00"
Low: 29° Gust: HW 20
More Observations

Forecast
Tonight
High: --
Low: 25°
Partly cloudy... More
Thursday
High: 48°
Low: 28°
Partly sunny... More
Friday
High: 48°
Low: 32°
Partly cloudy... More

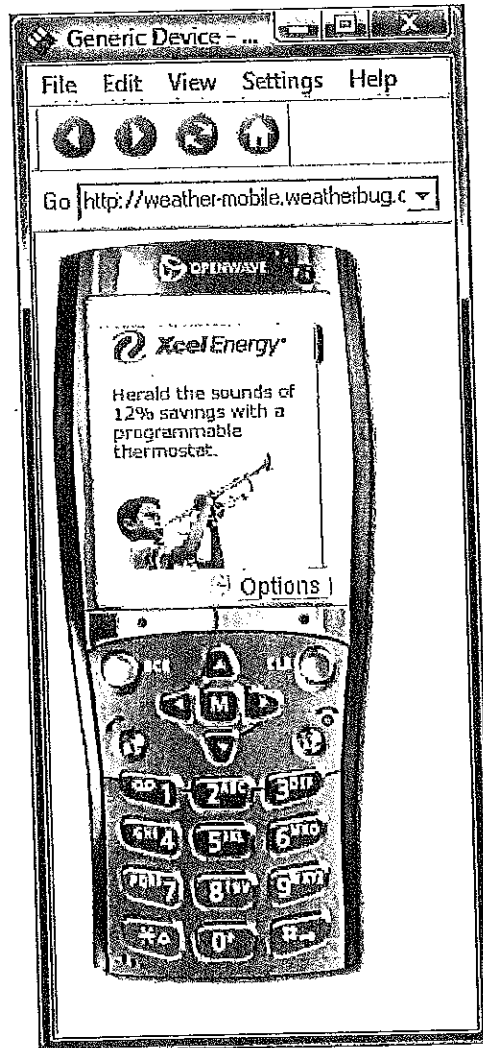
Weather Window
Camera Radar Photos Storm Central
LET'S HAVE A CONSERVATION CONVERSATION
Begin here
Feedback on this Ad Take me to Storm Central

YOU CAN CONTROL YOUR ENERGY BILL

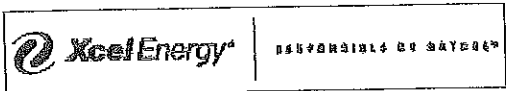
Xcel Energy® RESPONSIBLE BY NATURE™



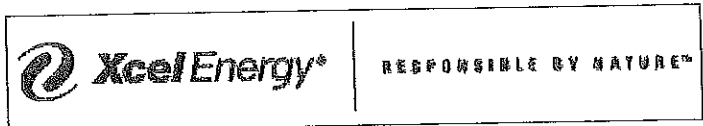
SAVE ENERGY. SAVE MONEY.



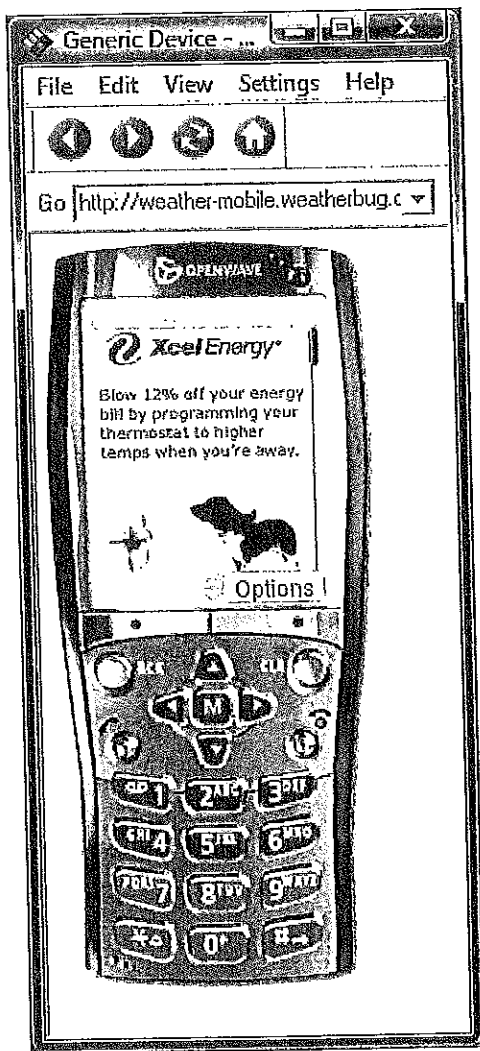
BRAND : WAP : 305 X 64



COOL OFF YOUR BILL.



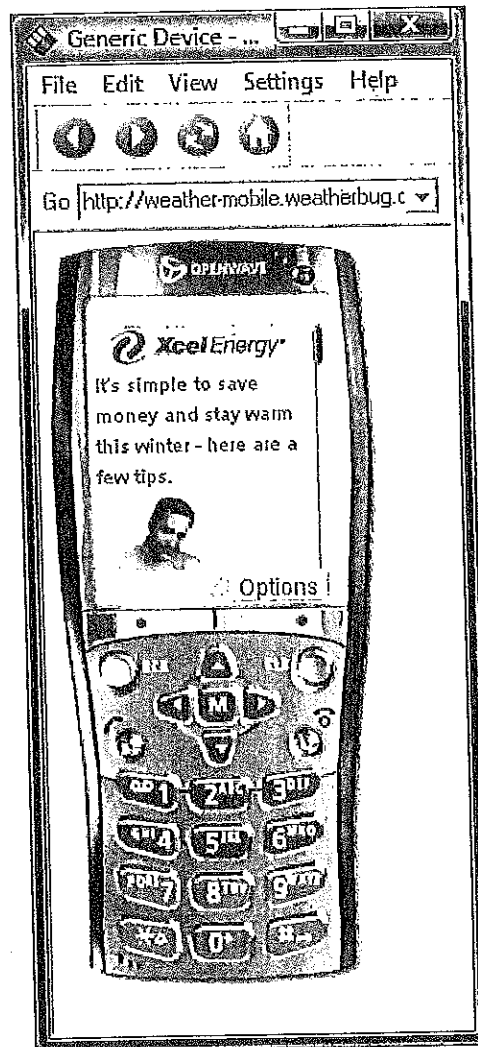
SAVE ENERGY. SAVE MONEY.



**NO CHILLS.
LOWER BILLS.**



**SAVE ENERGY.
SAVE MONEY.**



SAVE
ENERGY
SAVE
GREEN



Get tips and more.

 **Xcel Energy**
ESSENTIAL ENERGY SERVICES

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AUTOMATIC THERMOSTATS
ARE FOR PEOPLE TOO BUSY
TO SAVE ENERGY.

Xcel Energy FIND OUT HOW

YET TOO
AWESOME
NOT TO.

Xcel Energy FIND OUT HOW

LEARN LOTS OF
WAYS TO SAVE.
AUTOMATICALLY.

Xcel Energy FIND OUT HOW

PROGRAMMABLE
THERMOSTATS
ARE FOR PEOPLE WHO
ARE TOO BUSY TO
SAVE ENERGY, YET TOO
AWESOME NOT TO.

FIND OUT HOW



LEARN
LOTS
OF WAYS
TO SAVE.
AUTOMATICALLY.

FIND OUT HOW



SAVE MONEY WITH PROGRAMMABLE THERMOSTATS

INDUSTRY

Xcel Energy®

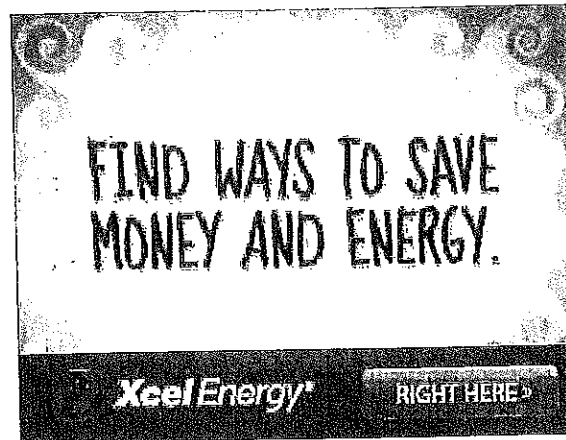
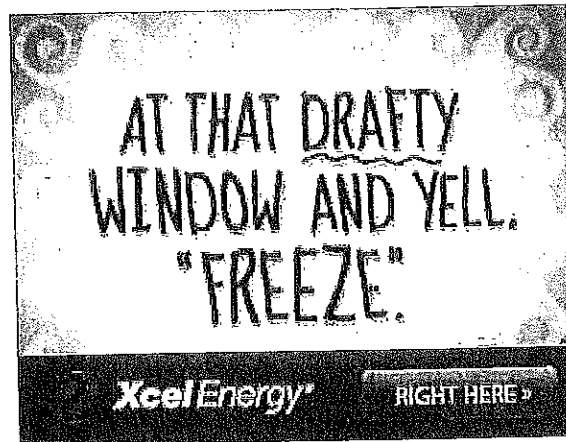
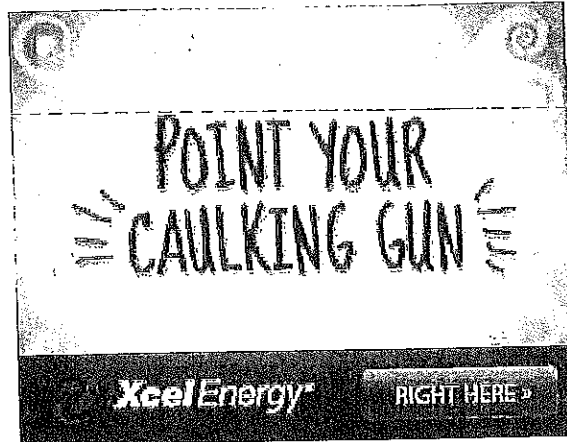
PROGRAMMABLE THERMOSTATS ARE FOR PEOPLE
TOO BUSY TO SAVE ENERGY, YET TOO AWESOME NOT TO.

Xcel Energy®

LEARN LOTS OF WAYS TO SAVE
AUTOMATICALLY.

FIND OUT HOW

Xcel Energy®



SAVINGS. NOT SACRIFICE. [LEARN MORE](#)

Xcel Energy

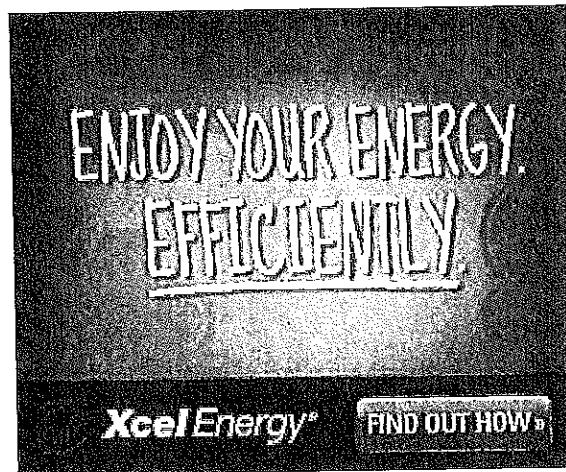
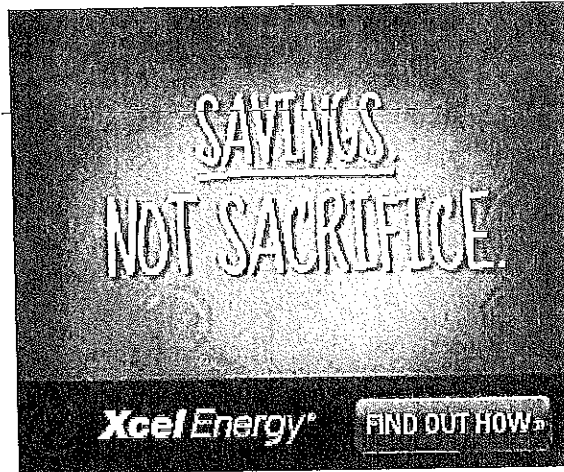
SAVINGS. NOT SACRIFICE.

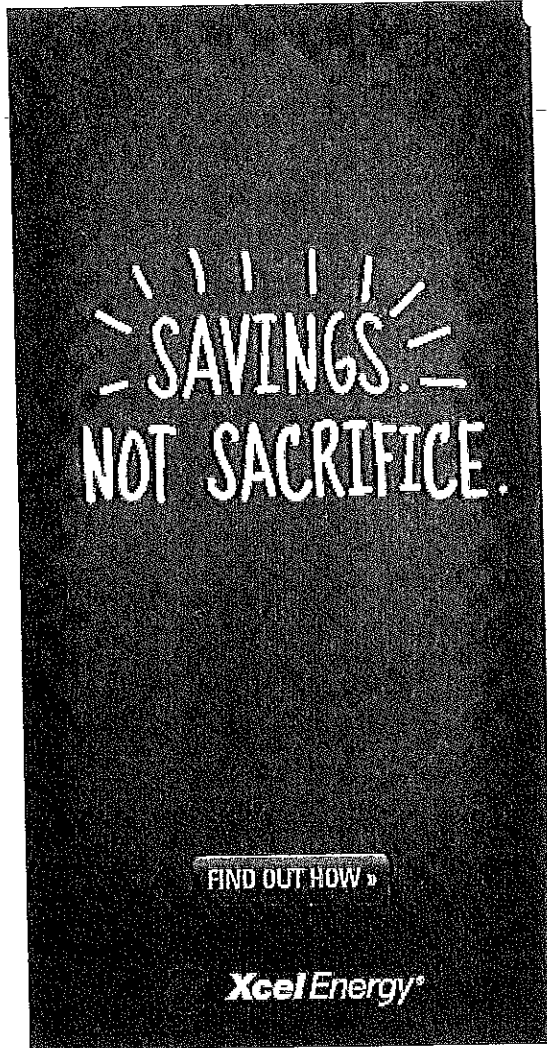
Xcel Energy

ENJOY YOUR ENERGY. EFFICIENTLY.

[LEARN MORE](#)

Xcel Energy





UNPLUGGED
IS THE NEW OFF.

Xcel Energy [RIGHT HERE »](#)

PLUG IN TO
MORE ENERGY
EFFICIENCY IDEAS.

Xcel Energy [RIGHT HERE »](#)

WEATHERPROOF
YOUR WORLD.

Xcel Energy [FIND OUT HOW >](#)

This advertisement features a dark, textured background. The text "WEATHERPROOF YOUR WORLD." is written in a large, hand-drawn, white font. At the bottom, there is a black bar containing the "Xcel Energy" logo and a button that says "FIND OUT HOW >" with a right-pointing arrow.

LEARN WAYS TO
SAVE.

Xcel Energy [FIND OUT HOW >](#)

This advertisement features a background of white snowflakes on a dark, textured surface. The text "LEARN WAYS TO SAVE." is written in a large, hand-drawn, white font. At the bottom, there is a black bar containing the "Xcel Energy" logo and a button that says "FIND OUT HOW >" with a right-pointing arrow.

KEEP OUT
THE COLD THIS
WINTER.

Xcel Energy [FIND OUT HOW >](#)

This advertisement features a background of white snowflakes on a dark, textured surface. The text "KEEP OUT THE COLD THIS WINTER." is written in a large, hand-drawn, white font. At the bottom, there is a black bar containing the "Xcel Energy" logo and a button that says "FIND OUT HOW >" with a right-pointing arrow.

Weatherbug Creative Brandwrap

WeatherBug My Weather: Gaithersburg, MD 20878

Home | Forecast | Radar & Maps | Severe Weather | Live Camcam | Weather Alerts | Travel Weather | Outdoor Health | Vacation Fun | Photos | Videos

Current Conditions
WeatherBug Headquarters,
Gaithersburg, MD
02/20/00 10:02:24 AM
78.5°
7 mph
Heat Index: 85
Humidity: 22%
Dew Point: 34

So Far Today
High: 78 Rain: 0.02"
Low: 69 Gust: SE 10
More Observations

Forecast
Today: High: 88 Low: 68 Shows likely...
Thursday: High: 82 Low: 68 Mostly sunny and breezy...
Friday: High: 83 Low: 66 Mostly sunny and breezy...

LEARN HOW TO SAVE ENERGY
XcelEnergy
UNPLUGGED IS THE NEW ON.

LEARN LOTS OF WAYS TO SAVE. AUTOMATICALLY.
XcelEnergy RESPONSIBLE BY NATURE

MERCURY

VADIMIR JONES

Weatherbug Creative

Brandwrap

WeatherBug | Home | Forecast | Radar & Maps | Severe Weather | Weather News | Trench Warnings | Outdoor Health | Weather Fun | Photos | Videos | Get Your Call by Ring | Click & Fill | Upgrade Now FREE

MyWeather: Denver, CO 80201
Exclusive Live Conditions
Coors Field
Denver, CO
02/04/10 04:37:02 PM

46.3°
Wind: 47°
Wet: 43°
Humidity: 20%
Dew Point: 3°

So Far Today
High: 47°
Low: 31°
Rain: 0.00"
Gust: WSW 34
More Observations

Forecast
Today: Mostly sunny...
High: 49°
Low: 22°

Friday: Mostly sunny in the morning...
High: 47°
Low: 22°

Saturday: Partly sunny, A.D.
High: 46°
Low: 22°
Percent Chances of... More

Weather Window
Camera | Radar | Photos | Storm Central | Alerts

How Much Snow Will The Mid-Atlantic See?
CLICK HERE

Richmond:
Landed On Snow, Storm Cell Closes In: 2000hrs
National Weather Service
Richmond Community

Storm Central
COMPLETE COVERAGE

KEEP OUT COOL. KEEP CALM.

Xcel Energy

TOO BUSY TO SAVE ENERGY.
FIND OUT HOW


XcelEnergy RESPONSIBLE BY NATURE™

SNOWFLAKES


VIADIMIR JONES

Weatherbug Creative


230 x 33 Banner

KICK OUT COLD. KEEP CASH. 

KICK

SEAL UP DOORS. WINDOWS & WALLS. 

SEAL

UNPLUGGED IS THE NEW OFF. 

UNPLUGGED

Weatherbug Creative Severe Weather Banners

XcelEnergy™

THE SNOW COULD GET DEEP.
DON'T LET YOUR ENERGY BILL GET STEEP. ↗

FIND OUT HOW →

CALL 1-800-895-1999 TO REPORT A POWER OUTAGE.

XcelEnergy™

LEARN TO SAVE ENERGY AND MONEY.

FIND OUT HOW →

CALL 1-800-895-1999 TO REPORT A POWER OUTAGE.

SNOW

XcelEnergy™

WHEN THE WEATHER GETS THIS EXTREME,
SAVING ENERGY BECOMES EXTREMELY IMPORTANT.

FIND OUT HOW →

CALL 1-800-895-1999 TO REPORT A POWER OUTAGE.

XcelEnergy™

SAVE ENERGY. SAVE MONEY.

FIND OUT HOW →

CALL 1-800-895-1999 TO REPORT A POWER OUTAGE.

EXTREME

XcelEnergy™

DON'T WAIT FOR A SUMMER STORM TO COOL THINGS DOWN.

FIND OUT HOW →

CALL 1-800-895-1999 TO REPORT A POWER OUTAGE.

XcelEnergy™

FIND SIMPLE WAYS TO STAY COOL.

FIND OUT HOW →

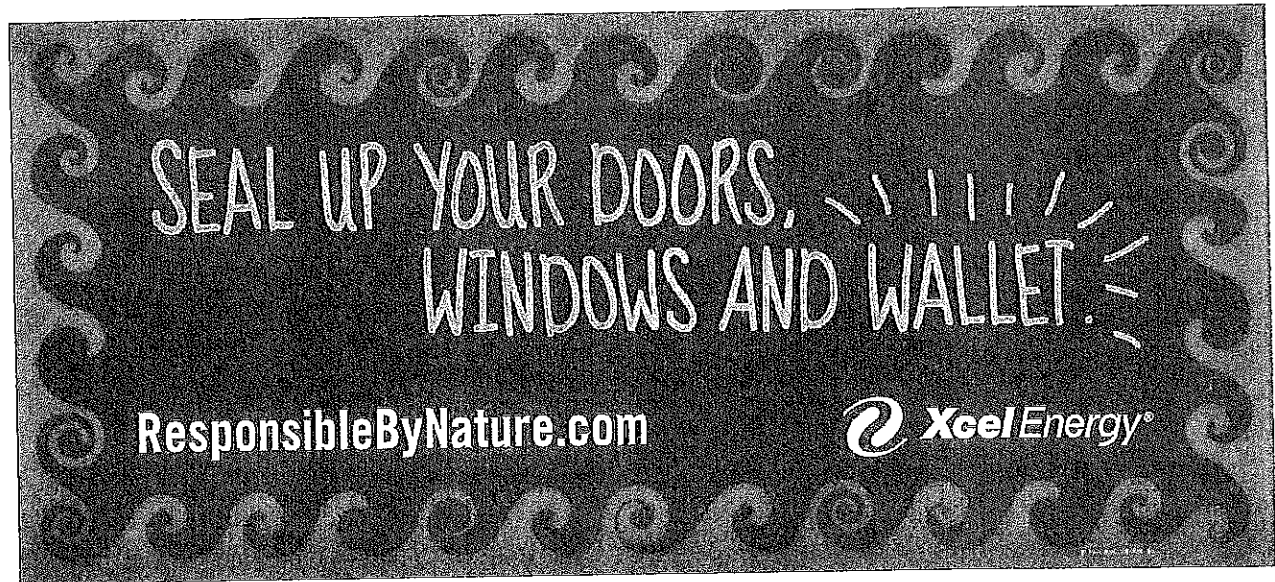
CALL 1-800-895-1999 TO REPORT A POWER OUTAGE.

STORM

INSULATION IS LIKE PINK,
FUZZY ENERGY INSURANCE.

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WEATHERPROOF YOUR WORLD.

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CFLS: THE BOLD,
BEAUTIFUL LIGHT OF EFFICIENCY.

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HOW MANY DOLLARS DOES IT TAKE
TO CHANGE YOUR LIGHT BULBS? ←



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SAVINGS. NOT SACRIFICE.

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PROGRAMMABLE THERMOSTATS
ARE FOR PEOPLE WHO ARE TOO
BUSY TO SAVE ENERGY,
YET TOO AWESOME NOT TO.

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POINT YOUR
CAULKING GUN
AT THAT DRAFTY
WINDOW
AND YELL
"FREEZE."

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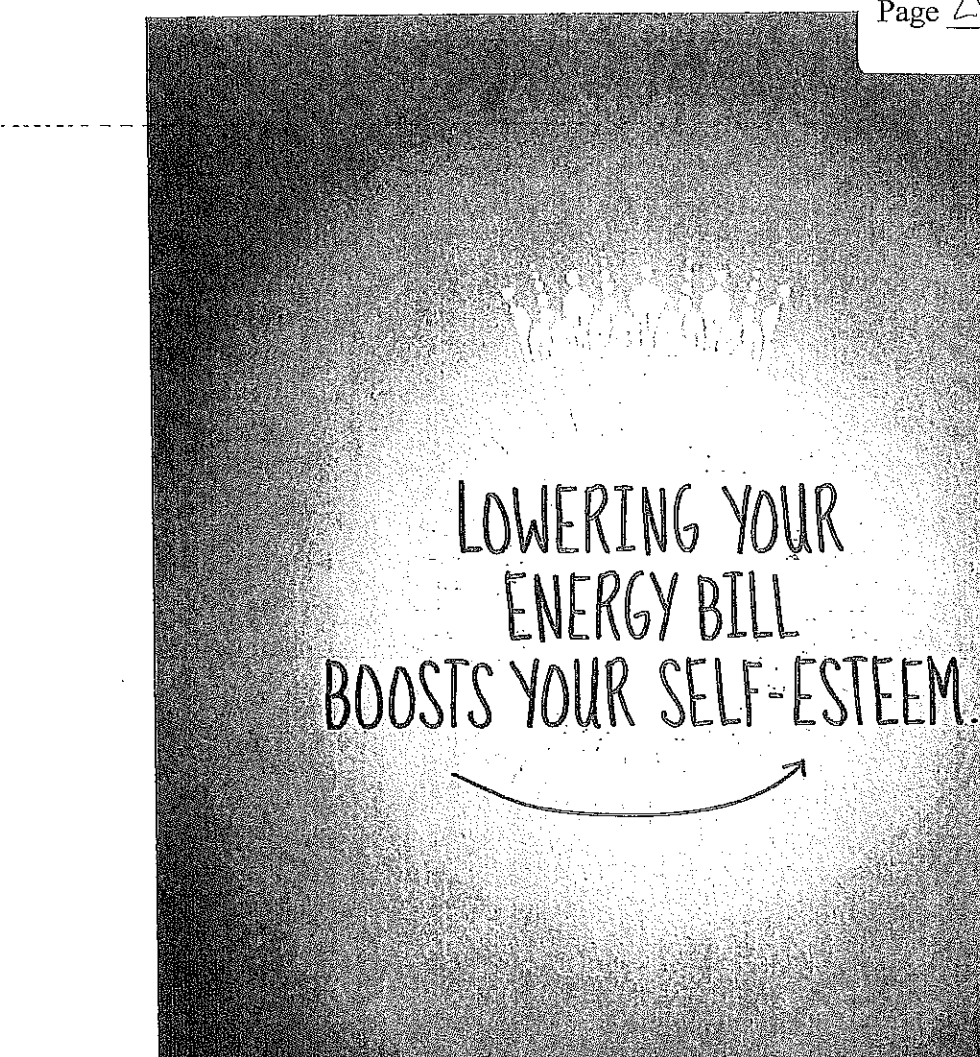


FIND BIG SAVINGS
IN LITTLE THINGS
LIKE AN OFF SWITCH.

Learn about the benefits of doing the little things like
using power strips at ResponsibleByNature.com.



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ENERGY BILL
BOOSTS YOUR SELF-ESTEEM.



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IS A HUGE TURN-ON.

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WASTING MOST THINGS
IN YOUR WATER
IS LIKE WEARING
BOTH A BELT
AND SUSPENDERS.

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sacrifice whatsoever at ResponsibleByNature.com.



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Northern States Power Company, a Minnesota corporation
Electric Utility - Total Company
Schedule H-4 Charges from Associated Companies (NSP Wisconsin Company)
Year Ended December 31, 2010
Production

Docket No. EL11-_____
Schedule H-4
Page 1 of 1

Working Papers for Interdepartmental Transactions

FERC

Account

Number	Description	Amount
557	Interchange Agreement - Fixed Costs	46,897,626
557	Interchange Agreement - Variable Costs	21,326,599
566	Interchange Agreement - Transmission Expense	<u>48,088,000</u>
		<u><u>116,312,225</u></u>

A full discussion of the Interchange Agreement, its purpose, and the bases for cost allocation to South Dakota is contained in the Direct Testimony of Mr. Thomas E. Kramer.