

On Mar 1, 2023, at 6:29 AM, tami clark [REDACTED] wrote:

Good morning!

I haven't hear from anyone in consumer assistance yet.

I wanted to follow up and let you know, after speaking with my small circle of friends/family, I discovered everyone has seen their Xcel energy bills almost double. On their behalf and mine, I told them I would try to get an answer.

I did call Xcel Energy 3 times the past week and reached representatives in Texas(2) and New Mexico (1) who could not explain the "Interim Rate Adj" line item on our bill. This line item is not explained anywhere on the back of the bill, and just seems to be an arbitrary number—kind of a mystery to everyone.

I fully understand a rate increase of 17-20%, but my budget cannot sustain an extra \$100 every month. If I refuse to pay the extra \$100 each month, my heat will be turned off, but if I question the math, no one can explain it to me. If I was a rich person, this rate increase would not matter. This is not the case.

Did the news outlets or any communication from the PUC explain that our bills may almost **double** with this change? I am probably not the only person brewing about this, and I am a very reasonable, calm person. But this situation may escalate when Xcel Energy customers (without my patience) can't get answers. 😊

Transparency is very important. Once there is an answer and the **math makes sense**, maybe contact the news outlets and let them know what it going on so we can all be in the loop?

Thank you again--

Tami Clark