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Xcel Energy Information Request No. 4  
Docket No.: E,G999/PR-24-2  
Response To: Minnesota Public Utilities Commission  
Requestor: Sally Anne McShane & Tera Dornfeld  
Date Received: January 29, 2025

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Question:

How is the CWR appeal process described to customers?

Response:

The following is the script that Representatives and Specialists use when discussing the CWR appeal process with customers. This information is posted in our knowledge base materials for agents and is provided during our related trainings.

**Customer Appeal**

**Notice of right to appeal payment schedule**

Because we were unable to agree on a payment schedule, you have the right to appeal to the Minnesota Public Utilities Commission. You must file an appeal by sending this form to the commission within 10 working days of date of notice. If the commission agrees to your payment schedule or orders a different schedule, Xcel Energy will honor it as long as the payments continue to be made. You must make your payments according to the schedule ordered by the Commission or your natural gas and or electric service will be disconnected. If your circumstances change and you are no longer able to make your payments, you may contact Xcel Energy to request a modification. If you do not agree to a payment plan and do not appeal, your service will be disconnected without further notice. If you appeal, your service will not be disconnected during the appeal process.

**Please include proof of all monthly gross income with this form. Attach additional information as needed.**

Please send your appeal to the following address:

**Minnesota Public Utilities Commission  
Consumer Affairs Office (Cold Weather Rule)  
121 7th Place East, Suite 350  
St. Paul MN 55101-2147**

**Telephone: 651.296.0406; Toll free: 800.657.3782; Fax: 651.297.7073;  
Email: [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us); Web: [mn.gov/puc](http://mn.gov/puc)**

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Preparer: Diedra Howard  
Title: Director Customer Policy & Regulatory Compliance  
Department: Customer Assistance and Advocacy  
Telephone: 303-294-2295  
Date: February 7, 2025