



414 Nicollet Mall
Minneapolis, Minnesota 55401

April 27, 2016

—Via Electronic Filing—

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

RE: PETITION
MISCELLANEOUS TARIFF MODIFICATIONS
DOCKET NO. E,G002/M-16-____

Dear Mr. Wolf:

Northern States Power Company, doing business as Xcel Energy, submits this Petition for approval of miscellaneous tariff modifications.

- Bill Backer Revisions
- Disconnection Notice Revisions and Disconnection Backer
- Quick Pay Payment Option Cancellation

Please note this submission is not of a time sensitive nature and the Company can be flexible with the Commission's consideration of this issue.

We have electronically filed this document with the Commission, and copies of the summary have been served on the parties on the attached service list.

Please contact me at (612) 330-6064 or bria.e.shea@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIA E. SHEA
REGULATORY MANAGER

Enclosures
c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
John Tuma	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY FOR
APPROVAL OF MISCELLANEOUS TARIFF
MODIFICATIONS

DOCKET NO. E,G002/M-16-_____

PETITION

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits this Petition requesting minor revisions to the text of the Company's Bill Backer and Disconnection Notice, the addition of the Disconnection Notice Backer, and cancellation of the Quick Pay payment option. The Company seeks Commission approval to reflect these changes via modified or cancelled tariff sheets in Sections 7 and 8 of our Electric and Gas Rate Books. We make this request pursuant to Minn. Stat. § 216B.05 and Minn. R. 7829.1300.

The following attachments are included with this Petition in clean and redline formats:

- Attachment A: Revised Bill Backer,
- Attachment B: Revised Disconnection Notice Language and Disconnection Backer,
- Attachment C1: Electric Tariffs (Cancelled Quick Pay, Revised Disconnection Notice and Bill Backer), and
- Attachment C2: Gas Tariffs (Cancelled Quick Pay, Revised Disconnection Notice and Bill Backer).

I. SUMMARY OF FILING

A one paragraph summary of the filing accompanies this Petition pursuant to Minn. R. 7829.1300, subp. 1.

II. SERVICE ON OTHER PARTIES

Pursuant to Minn. R. 7829.1300, subp. 2 and Minn. Stat. § 216.17, subd. 3, Xcel Energy has electronically filed this document. A summary of the filing has been served on all parties on the attached service list.

III. GENERAL FILING INFORMATION

Pursuant to Minn. R. 7829.1300, subp. 3, the Company provides the following required information.

A. Name, Address, and Telephone Number of Utility

Northern States Power Company,
a Minnesota corporation
414 Nicollet Mall
Minneapolis, MN 55401
(612) 330-5500

B. Name and Contact Information of Utility Attorney

Mara K. Ascheman
Senior Attorney
Xcel Energy
414 Nicollet Mall, 401–8th Floor
Minneapolis, MN 55401
(612) 215-4605
mara.k.ascheman@xcelenergy.com

C. Date of Filing and Date Modified Rates Take Effect

The date of this filing is April 27, 2016. The Company proposes that this miscellaneous tariff change become effective upon Commission approval.

D. Statute Controlling Schedule for Processing the Filing

This Petition is submitted pursuant to Minn. Stat. § 216B.05, subd. 2a. The referenced statute does not impose a schedule controlling the processing of this filing.

Commission Rules define this type of filing as a “miscellaneous filing” under Minn. R. 7829.0100, subp. 11 because no determination of the Company’s overall revenue requirement is necessary. Minn. R. 7829.1400, subp. 1 and 4 permit Comments in response to a miscellaneous filing to be filed within 30 days and Reply Comments to be filed no later than 10 days thereafter.

E. Utility Employee Responsible for Filing

Bria E. Shea
Regulatory Manager
Xcel Energy
414 Nicollet Mall, 401–7th Floor
Minneapolis, MN 55401
(612) 330-6064
bria.e.shea@xcelenergy.com

IV. MISCELLANEOUS INFORMATION

Pursuant to Minn. R. 7829.0700, the Company requests that the following persons be placed on the Commission’s official service list for this proceeding:

Mara K. Ascheman Deputy General Counsel Xcel Energy 414 Nicollet Mall, 401–8 th Floor Minneapolis, MN 55401 mara.k.ascheman@xcelenergy.com	SaGonna Thompson Regulatory Administrator Xcel Energy 414 Nicollet Mall, 401–7 th Floor Minneapolis, MN 55401 regulatory.records@xcelenergy.com
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Any information requests in this proceeding should be submitted to Ms. Thompson at the email address above.

V. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

No change to Xcel Energy revenue is expected as a result of these tariff changes.

VI. DESCRIPTION AND PURPOSE OF FILING

A. Background

On January 13, 2015, the Company filed a Petition with the Commission seeking approval of two new customer agreements,¹ as well as amendments to two existing customer agreements and amendments to the bill backer. Our Petition sought approval to incorporate the Quick Pay customer agreement into the tariff book. The customer agreement provided the terms and conditions applicable to a forthcoming new online payment option called Quick Pay. Quick Pay was intended to facilitate the making of online payment via automatic bank account deduction. The Commission

¹ See Docket No. E,G002/M-15-43. *In the Matter of the Petition of Northern States Power Company for Approval of Two New Customer Agreements, Amendments to Two Existing Customer Agreements, and Amendments to the Bill Backer.*

approved the Company's request on February 27, 2015, following delegation of the matter to the consent calendar subcommittee.² For reasons described below, the Company is no longer developing or planning to offer Quick Pay. With this Petition, we ask the Commission to cancel the Quick Pay customer agreement. We note that beyond seeking Commission approval, this agreement was never distributed or put into use with a customer, we simply need to remove it from our tariff books.

We also seek approval to revise our Disconnection Notice and the text that appears on our customer Bill Backer. The proposed revisions to the Disconnection Notice are minor and intended to increase the clarity of the Company's communication. We believe the changes comply with the disconnection notice requirements contained in Minnesota Rule 7820.2400. We are also proposing to add the Disconnection Backer to the rate books.

The proposed revisions to the Bill Backer are also minor and 1) update the availability of the "Call Before You Dig" hotline service to 24 hours, 7 days a week; 2) change Fuel Clause Adjustment to Fuel Cost Charge to match the line item on customers' bills; and 3) remove the references to the Quick Pay payment option. These changes do not modify our compliance with the billing content requirements contained in Minnesota Rule 7820.3500 or 7820.0200, item C.

B. Quick Pay Cancellation

After receiving approval in February of 2015, we continued to develop the Quick Pay online payment option. In so doing, we encountered barriers related to credit card company costs and transaction fee requirements. The Quick Pay option would allow customers to make a free online payment at the Company's website via bank account deduction (Automated Clearinghouse or ACH) without logging into My Account.

The Company currently offers a fee-based credit card payment option on our website. VISA regulations for merchants require a fee to be charged to all forms of payment accepted within the same payment channel, meaning the Quick Pay payment option would need to carry the same fee as the credit card option.³ After assessing these regulations, the Company has decided not to offer Quick Pay at this time in addition to the fee-based credit card option. It is our understanding that other utilities are also encountering a similar barrier to offering free online payment options

² Docket No. E,G002/M-15-43, Order, February 27, 2015.

³ The processing cost is charged by the credit card processing vendor and credit card companies. Xcel Energy has decided to pass those processing costs along to the customer who decide to use the service. If the Company were to offer free credit card processing, it would likely increase the number of credit card payments, and those costs would need to be recovered by all our customers instead of only the customers using the service.

alongside the fee-based credit card option. We will continue to explore other options for customer payment channels.

C. Tariffs

Attachment C1 contains our proposed tariff changes to our Electric Rate Book in redline and clean format as follows:

Minnesota Electric Rate Book – MPUC No. 2

Sheet No. 1-4, revision 15	Sheet No. 7-90, revision 1
Sheet No. 7-TOC-1, revision 11	Sheet No. 7-91, revision 1
Sheet No. 7-87, revision 1	Sheet No. 8-6, revision 3
Sheet No. 7-88, revision 1	Sheet No. 8-6.1, original
Sheet No. 7-89, revision 1	Sheet No. 8-7, revision 6

Attachment C2 contains our proposed tariff changes to our Gas Rate Book in redline and clean format as follows:

Minnesota Gas Rate Book – MPUC No. 2

Sheet No. 1-2, revision 11	Sheet No. 7-59, revision 1
Sheet No. 7-TOC-1, revision 2	Sheet No. 7-60, revision 1
Sheet No. 7-56, revision 1	Sheet No. 8-6, revision 3
Sheet No. 7-57, revision 1	Sheet No. 8-6.1, original
Sheet No. 7-58, revision 1	Sheet No. 8-7, revision 8

CONCLUSION

Xcel Energy respectfully requests that the Commission approve our proposed revisions to the Bill Backer and Disconnection Notice and addition of the Disconnection Notice Backer, and to approve our request to cancel the Quick Pay tariff sheets from our Electric and Gas Rate Books.

Dated: April 27, 2016

Northern States Power Company

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
John Tuma	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY FOR
APPROVAL OF MISCELLANEOUS TARIFF
MODIFICATIONS

DOCKET NO. E,G002/M-16-_____

PETITION

SUMMARY OF FILING

Please take notice that on April 27, 2016, Northern States Power Company, doing business as Xcel Energy, filed with the Minnesota Public Utilities Commission a Petition seeking approval of revisions to its Bill Backer and Disconnection Notice, the addition of the Disconnection Notice Backer and approval to cancel the Quick Pay payment option.

Docket No. E,G002/M-16-____
Miscellaneous Tariff Modifications Petition
Attachment A

Bill Backer
Redline & Clean

IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8am – 5pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	8am – 5pm, Mon – Fri

*Register any inquiry or complaint at the above.

24 hours, 7 days a week

IMPORTANT ADDRESSES

General Inquiries*

Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008
xcelenergy.com

Payments

Xcel Energy
PO Box 9477
Minneapolis, MN 55484-9477
Please include stub for faster processing.

GENERAL INFORMATION

City Fees

A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.

Electronic Check Conversion

When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Environmental Information

Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at www.xcelenergy.com. You can also contact the Minnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.pca.state.mn.us/programs/electricity.html.

Estimated Bills

Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.

Governing Regulatory Agency

The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 – www.puc.state.mn.us.

Late Payment Charge

Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.

Payment Responsibility

If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.

Further information is available to customers upon request.

ABOUT YOUR ELECTRIC RATES

Affordability Charge

A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.

Basic Service Charge

Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

Conservation Improvement Programs

Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Demand Charge

Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.

Energy Charge

Charge per kWh of electricity usage to recover the variable costs of producing energy.

Environmental Improvement Rider

Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

Fuel Clause Adjustment **Cost Charge**

Charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.

kWh

One kilowatt-hour (kWh) is a unit of electrical usage. One kWh equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-watt light bulb for 10 hours.

Mercury Cost Recovery

Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.

Renewable Development Fund

Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.

Renewable Energy Standard

Minnesota law allows Xcel Energy to recover the costs of new renewable generation.

Resource Adjustment

This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.

State Energy Policy

Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Transmission Cost Recovery

Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

Windsource®

Windsource® is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsource® blocks (100 kWh each) or choose a 100% Windsource® option.

ABOUT YOUR NATURAL GAS RATES

Basic Service Charge

Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

Charge per therm

Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.

Conservation Improvement Programs

Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Distribution Charge

Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.

Gas Affordability Program

A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

Gas Utility Infrastructure Costs

Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.

Heat Content Adjustment

Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.

New Area Service/Extension Surcharge

Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service extension policy.

Pressure Correction Adjustment

Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

Resource Adjustment

This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.

State Energy Policy

Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Therm

A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Quick Pay** – Make a payment through xcelenergy.com.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

- **Online View and Pay** – View and pay your bills online through a third-party vendor.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523.
- **Pay Stations** – Pay your bill in-person at a location near you.

Learn more at xcelenergy.com/MyAccount

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A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

- **Online View and Pay** – View and pay your bills online through a third-party vendor.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523.
- **Pay Stations** – Pay your bill in-person at a location near you.

Learn more at xcelenergy.com/MyAccount

Docket No. E,G002/M-16-____
Miscellaneous Tariff Modifications Petition
Attachment B

**Disconnection Notice & Backer
Redline & Clean**

Service Address:

Account Number:

DISCONNECTION NOTICE

And Statement of Customer Rights and Information

Dear

Your natural gas and/or electricity will be disconnected if we do not receive payment ~~of \$000.00 by 00/00/0000~~ or if you do not take immediate steps to remedy your past due balance. ~~If your service is disconnected for nonpayment, you will have to pay a reconnection charge, and you may have to pay a deposit and additional shut off charges. You can avoid disconnection by taking one of the following steps:~~

You can avoid disconnection by taking one of the following steps:

*Paying your past due amount \$000.00 by 00/00/0000. Note that this amount **DOES NOT** include your current month's bill.

*Making payment arrangements with us by 00/00/0000.

Please contact us immediately at 1-800-895-4999 if you feel you have received this in error, if payment has already been made, to make the required payment or to set payment arrangements ~~or if you believe there,~~

If your service is ~~an error,~~ disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

Service Address:

Account Number:

DISCONNECTION NOTICE

And Statement of Customer Rights and Information

Dear

Your natural gas and/or electricity will be disconnected if we do not receive payment or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

*Paying your past due amount \$000.00 by 00/00/0000. Note that this amount **DOES NOT** include your current month's bill.

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Please contact us immediately at 1-800-895-4999 if you feel you have received this in error, if payment has already been made, to make the required payment or to set payment arrangements.

If your service is disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

IMPORTANT PHONE NUMBERS

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Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service*:	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center*:	1-800-481-4700	8 am – 5 pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

General Inquiries*

Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008
xcelenergy.com

Payments

Xcel Energy
PO Box 9477
Minneapolis, MN 55484-9477
Please include stub for faster processing.

***Register any inquiry or complaint at the above.**

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782
www.mn.gov/puc/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPSC: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 1-877-245-6685
www.psc.nd.gov/

South Dakota – The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 1-800-332-1782
www.puc.sd.gov/

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

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online through a third-party vendor.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.
 - **Pay Stations** – Pay your bill in-person at a location near you.
- Electronic Check Conversion** – When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Docket No. E,G002/M-16-____
Miscellaneous Tariff Modifications Petition
Attachment C1

**Tariff Sheets-Electric
Redline & Clean**

Redline

TABLE OF CONTENTS (Continued)

Section No. 1
~~14th~~15th Revised Sheet No. 4

<u>Section</u>	<u>Item</u>	<u>Sheet No.</u>
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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

CONTRACTS

Section No. 7

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QUICK PAY TERMS OF USE

Section No. 7
~~Original~~1st Revised Sheet No. 87



XCEL ENERGY'S QUICK PAY TERMS OF USE

1. Introduction

CAREFULLY READ ALL OF THESE TERMS OF USE BEFORE PROCEEDING. IF YOU DO NOT ACCEPT SUCH TERMS AND INDICATE YOUR ACCEPTANCE BELOW, THEN YOU WILL NOT BE PERMITTED TO USE THE QUICK PAY PAYMENT OPTION. YOU ALSO HAVE OTHER OPTIONS FOR MAKING A PAYMENT.

BY CHOOSING "I AGREE, SUBMIT" YOU AGREE TO BE BOUND BY THESE TERMS OF USE. YOU AGREE THAT XCEL ENERGY MAY MAKE AGREEMENTS WITH YOU BY ELECTRONIC MEANS AND THAT SUCH AGREEMENTS HAVE THE SAME LEGAL EFFECT AS AGREEMENTS ENTERED INTO ON PAPER, AND ARE AUTHENTIC AND VALID. PLEASE KEEP A COPY OF THESE TERMS OF USE FOR YOUR RECORDS.

Xcel Energy has made available to you an online payment option that allows you to make a one-time payment toward your Xcel Energy utility account through use of the Quick Pay option located at www.xcelenergy.com ("Quick Pay"). Your use of Quick Pay is governed by these terms of use (the "Quick Pay Terms of Use").

2. Description of and Use of Quick Pay

Xcel Energy reserves the right to modify or discontinue any or all services or features of Quick Pay at any time without notice, or to offer specific programs only to customers meeting applicable qualifications. Subject to satisfying the qualifications for a particular program, you may elect to use one or more of the features available without being obligated to use them all.

Quick Pay allows you to electronically make payments toward your Xcel Energy utility account over the Internet on a one-time basis from a checking or other account that you designate (your "Payment Account").

As a user of Quick Pay, you represent and warrant that you are an individual or represent a business that has an existing account with Xcel Energy. To the fullest extent permitted by law, you are responsible for any payments made to Xcel Energy via Quick Pay using your Payment Account. You agree not to use Quick Pay in any manner that is illegal or that infringes on the rights of others. You may not resell or make any commercial use of Quick Pay without Xcel Energy's prior written consent.

3. Making a Quick Pay Payment

To make a payment with Quick Pay, you must provide such information as may be requested by us to determine your eligibility, which may include a certain number or numbers related to your Payment Account, your Xcel Energy utility account number, and/or other information used to verify your Xcel Energy utility account and payment method. Xcel Energy may refuse to provide Quick Pay to anyone, at any time, in our sole discretion.

CANCELED

(Continued on Sheet No. 7-88)

Date Filed: ~~04-13-15~~04-27-16 By: Christopher B. Clark Effective Date: ~~02-27-15~~
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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 88

4. Accuracy of Information; Fees; Rejected Payments

Xcel Energy will not charge a fee for your use of Quick Pay when you select to pay using your bank account. You are solely responsible for the accuracy of your banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your use of Quick Pay. However, if your payment is ever rejected, Xcel Energy will pass through to you any charges assessed against Xcel Energy for such rejection, and will charge you a returned check fee or such other payment rejection fee on your next Xcel Energy bill, where such charges are permitted by the applicable regulations in your state. Information regarding such fees and late charges is available at www.xcelenergy.com. Where permitted by applicable law or regulation, Xcel Energy also reserves the right to terminate your current and future use of Quick Pay if your payment is rejected more than once within any consecutive 12-month period. Additionally, you are responsible for any Internet service fees that may be assessed by your telephone and/or Internet service provider.

5. Quick Pay Payment and Notice of Electronic Presentment

Information related to the payment you make through Quick Pay will be available at the end of each Quick Pay transaction. You should print and/or retain a copy of this information for your records. You may have the option after a Quick Pay transaction is concluded to email a confirmation of your payment to an email address of your choice.

Xcel Energy is not responsible if you give incorrect instructions while using Quick Pay. Any information you receive from us is provided for your convenience and is not guaranteed.

6. Payments

As used in these Quick Pay Terms of Use, the following terms have the following meanings:

The "Payment Due Date" or "Due Date"

The Payment Due Date or Due Date is the latest date by which Xcel Energy must have posted your payment for your bill to be paid on time. Timely payment requires that payment be initiated by 4 PM Mountain Time (3 PM Central Time) on the Payment Due Date. Quick Pay payments initiated after 4 PM Mountain Time (3 PM Central Time) on any business day (the "Cutoff Time") are considered submitted the next business day.

The "Payment Date"

The Payment Date is the date selected by you through Quick Pay on which your payment will post to your Xcel Energy account and the date on or after which funds will be drawn or deducted from your Payment Account.

7. Making Quick Pay Payments

Your use of Quick Pay will constitute your authorization to us to initiate a one-time electronic debit to your Payment Account in the amount and at the time you specify.

CANCELED

(Continued on Sheet No. 7-89)

Date Filed: ~~01-13-15~~04-27-16 By: Christopher B. Clark Effective Date: 02-27-15
President, Northern States Power Company, a Minnesota corporation
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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 89

If you make a one-time payment through Quick Pay and your payment is less than the amount due on your then-current bill, the unpaid amount will be added to your next bill balance and late payment charges may occur where permitted under applicable laws and regulations. Subject to certain limitations, you may make as many one-time payments as you choose through Quick Pay, but payments may be scheduled no more than forty-five (45) days in advance.

YOUR QUICK PAY TRANSACTION AND ALL INFORMATION RELATED THERETO SHOULD BE ENTERED BY THE CUTOFF TIME ON THE DUE DATE TO ENSURE THAT THERE IS ENOUGH TIME FOR XCEL ENERGY TO POST THE PAYMENT TO YOUR ACCOUNT AND SUBMIT THE ELECTRONIC DEBIT TO THE PAYMENT ACCOUNT.

8. Canceling or Stopping Payments

You may cancel a scheduled Quick Pay payment that has not yet been processed at any time before the Cutoff Time for the scheduled Payment Date by following the instructions provided at the time of confirmation of the payment.

9. Payment Account

In order to make a payment(s) online through Quick Pay, the Payment Account from which you want to make your payment(s) may need to be entered each time you use Quick Pay. Your Payment Account information will not be retained for your future use of Quick Pay unless you choose to do so by utilizing certain features made available by Xcel Energy for this purpose. By entering information for the Payment Account through Quick Pay, you are authorizing Xcel Energy to initiate an electronic debit to the Payment Account.

Xcel Energy is responsible for the timely and accurate processing of payment withdrawal requests to your bank or financial institution on your behalf following your instructions. You are responsible for the accuracy of your instructions and Payment Account information. Xcel Energy will not be liable for payments Xcel Energy makes or fails to make as a result of erroneous instructions or information.

It is your responsibility to have sufficient available funds in your Payment Account on the Payment Date for payments you schedule. Notwithstanding any instructions from you, Xcel Energy is under no obligation to process any payment on your behalf that: (1) exceeds the available funds in your Payment Account, as determined by your financial institution; (2) is not in accordance with the provisions of these Quick Pay Terms of Use; (3) Xcel Energy has reason to believe may not be authorized by you; (4) would violate any law or regulation applicable to Quick Pay or your financial institution; and (5) is using a Payment Account that Xcel Energy has reason to believe is invalid. Quick Pay payments will be processed through the Automated Clearing House system or other electronic funds transfer network.

10. Dishonor of a Payment

If for any reason, such as insufficient funds, incorrect account information, bank or Payment Account closure or suspension or similar circumstances, your financial institution does not honor withdrawal instructions in connection with a payment, you agree that Xcel Energy can do any, or more than one of, the following, as applicable:

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~~(Continued on Sheet No. 7-90)~~

Date Filed: ~~01-13-15~~04-27-16 By: Christopher B. Clark Effective Date: ~~02-27-15~~
President, Northern States Power Company, a Minnesota corporation
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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 90

- Xcel Energy can repeat the payment withdrawal request as allowed by banking requirements, until your bank funds the transfer request. However, Xcel Energy has no obligation to try debiting the Payment Account more than once.

- Xcel Energy can deactivate your access to Quick Pay so that you may no longer make payments through Quick Pay.

- Xcel Energy may use all legal remedies available to us to collect the amount due.

Xcel Energy will not be liable for late or cancelled payments or for any related costs, such as finance charges, late payment fees or similar expenses you may incur as a result of your financial institution's failure to honor instructions to make payments from your Payment Account, regardless of the reason for your bank's refusal.

11. Your Obligation

You remain responsible for monitoring your use of Quick Pay and your Payment Account. You agree to review and verify payments made through Quick Pay as often as may be necessary or appropriate to ensure that all such payments are made in accordance with your instructions. You must review those payments as they are reflected on the statements for your Payment Accounts, and inform Xcel Energy immediately if you believe that an error has occurred.

12. Authorized and Unauthorized Use of Quick Pay

If you permit other persons to use Quick Pay on your behalf, you are responsible for any transactions they authorize from your Payment Accounts. If you believe that someone has used or may use Quick Pay to make an unauthorized transfer or payment from your Payment Account without your permission, notify us immediately by calling Xcel Energy Customer Service (contact information available at www.xcelenergy.com).

13. In Case of Errors or Questions about a Payment

Xcel Energy is responsible for Quick Pay as described in these Quick Pay Terms of Use and for resolving any errors made by Xcel Energy.

If you have a question about one of these payments, if you think an entry on your Payment Account statement is wrong or if you need more information about a payment initiated through Quick Pay, you must contact Xcel Energy Customer Service as soon as you can (contact information available at www.xcelenergy.com). Xcel Energy will investigate the issue and communicate the results to you.

14. Records

Xcel Energy's records, kept in the regular course of business, shall be presumed to accurately reflect the contents of your instructions and, in the absence of manifest error, will be binding and conclusive.

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~~(Continued on Sheet No. 7-91)~~

Date Filed: ~~01-13-15~~04-27-16 By: Christopher B. Clark Effective Date: ~~02-27-15~~
President, Northern States Power Company, a Minnesota corporation
Docket No. E,G002/M-~~15-4316-~~ Order Date: ~~02-27-15~~

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 91

15. Data Recording

The information you enter for Quick Pay may be maintained as part of our records. Our use of your personal information entered through Quick Pay will be in accordance with our [privacy policy](#) available at <http://www.xcelenergy.com>.

16. Access to and Termination of Quick Pay Service

Xcel Energy reserves the right to terminate your access to Quick Pay at any time with or without cause.

Scheduled payments through Quick Pay prior to termination will be treated as follows:

- If a termination occurs after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these Quick Pay Terms of Use.
- If a termination occurs before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to Quick Pay for security reasons or if in our reasonable judgment Xcel Energy terminates your access to Quick Pay to prevent the occurrence of fraud, no further Quick Pay payments will be made as of the date Xcel Energy terminates your access. Any other termination by Xcel Energy will be subject to the terms of Xcel Energy's notice to you regarding such termination.

Any termination shall not affect your liability or obligations under these Quick Pay Terms of Use that arose prior to such termination.

17. Notices

You agree that all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these Quick Pay Terms of Use may be sent to you in any manner permitted by law, including, without limitation, in electronic form.

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MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

DISCONNECTION NOTICE BILL

Section No. 8

~~2nd~~3rd Revised Sheet No. 6



Northern States Power Company d/b/a Xcel Energy
P.O. Box 9477
Mpls., MN 55484-9477
1-800-895-4999 TDD 1-800-895-4949 02/11/2016

00147-1-1

Service Address:

Account Number:

**DISCONNECTION NOTICE
And Statement of Customer Rights and Information**

Dear :

Your natural gas and/or electricity will be disconnected if we do not receive payment or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount of \$ by 01/15/2016. Note that this amount **DOES NOT** include your current month's bill.
- Making payment arrangements with us by 01/15/2016.

Please contact us immediately at 1-800-895-4999 if you feel you received this in error, if payment has already been made, to make the required payment or to set payment arrangements.

If your service is disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

DISCONNECTION NOTICE

ES POSIBLE QUE EL PRESENTE TAMBO NO REFLECTE LOS ULTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Jan. 15, 2016	\$ Thank you!	

Please Return This Portion With
Your Payment To:

..... manifest line

XCEL ENERGY
P O BOX 9477
MPLS, MN 55484 9477

Date Filed: 07-20-1004-27-16 By: Judy M. Pefar/Christopher B. Clark Effective Date: -09-23-10
 President, ~~and CEO~~ of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-10-80916- Order Date: 09-23-10

DISCONNECTION NOTICE BILL (Continued)

Section No. 8
Original Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8 am – 5 pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

<u>General Inquiries*</u>	<u>Payments</u>
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

*Register any inquiry or complaint at the above.

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782
www.mn.gov/puc/

South Dakota – The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 1-800-332-1782
www.puc.sd.gov/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPSC: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 1-877-245-6685
www.psc.nd.gov/

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

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online through a third-party vendor.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you.
- **Electronic Check Conversion** – When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Date Filed: 04-27-16

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President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-16-

Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8

~~5th~~^{6th} Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	1-800-895-4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*	1-800-481-4700	8am - 5pm, Mon - Fri	East Claire, WI 54732-0008	Minneapolis, MN 55494-9477
TDD/TTY	1-800-895-4949	24 hours, 7 days a week	www.xcelenergy.com	Please include stub for faster processing.
Call Before You Dig	811	4am - 5pm, Mon - Fri 24 hours, 7 days a week		

*Register any inquiry or complaint at the above.

GENERAL INFORMATION

<p>City Fees A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.</p> <p>Electronic Check Conversion When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.</p> <p>Environmental Information Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at www.xcelenergy.com. You can also contact the Minnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.pca.state.mn.us/programs/electricity.html.</p> <p>Estimated Bills Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.</p>	<p>Governing Regulatory Agency The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 - www.puc.state.mn.us.</p> <p>Late Payment Charge Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.</p> <p>Payment Responsibility If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.</p>
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Further information is available to customers upon request.

ABOUT YOUR ELECTRIC RATES

<p>Affordability Charge A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.</p> <p>Basic Service Charge Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)</p> <p>Conservation Improvement Programs Minnesota law requires Xcel Energy to invest in programs that help customers save energy.</p> <p>Demand Charge Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.</p> <p>Energy Charge Charge per kWh of electricity usage to recover the variable costs of producing energy.</p> <p>Environmental Improvement Rider Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.</p> <p>Fuel Charge Adjustment Cost Charge Charge per kWh to recover the cost of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.</p> <p>kWh One kilowatt-hour (kWh) is a unit of electrical usage. One kWh equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-watt light bulb for 10 hours.</p>	<p>Mercury Cost Recovery Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.</p> <p>Renewable Development Fund Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.</p> <p>Renewable Energy Standard Minnesota law allows Xcel Energy to recover the costs of new renewable generation.</p> <p>Resource Adjustment This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.</p> <p>State Energy Policy Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.</p> <p>Transmission Cost Recovery Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.</p> <p>Windsources* Windsources* is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsources* blocks (100 kWh each) or choose a 100% Windsources* option.</p>
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ABOUT YOUR NATURAL GAS RATES

<p>Basic Service Charge Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)</p> <p>Charge per therm Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.</p> <p>Conservation Improvement Programs Minnesota law requires Xcel Energy to invest in programs that help customers save energy.</p> <p>Distribution Charge Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.</p> <p>Gas Affordability Program A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.</p> <p>Gas Utility Infrastructure Costs Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.</p>	<p>Heat Content Adjustment Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.</p> <p>New Area Service/Extension Surcharge Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service extension policy.</p> <p>Pressure Correction Adjustment Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.</p> <p>Resource Adjustment This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.</p> <p>State Energy Policy Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.</p> <p>Therm A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.</p>
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PAYMENT OPTIONS

<p>Standard Payment Options: (No fees apply)</p> <ul style="list-style-type: none"> My Account@Bill™ - View/pay your bill online, view energy usage and access account information. Auto Pay - Automatically pay your bill directly from your bank account. Quick Pay - Make a payment through xcelenergy.com. Pay By Phone - Make your payment by phone from your checking or savings account by calling 1-800-895-4999. Pay By Mail - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage. 	<ul style="list-style-type: none"> Online View and Pay - View and pay your bills online through a third-party vendor. Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.) Credit/Debit Card Payment - Use your credit or debit card either online or by calling 1-888-747-1523. Pay Stations - Pay your bill in-person at a location near you.
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Learn more at xcelenergy.com/MyAccount

Date Filed: 04-13-1504-27-16

By: Christopher B. Clark

Effective Date: 02-27-15

President, Northern States Power Company, a Minnesota corporation

Docket No. E, G002/M-15-4316-

Order Date: 02-27-15

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MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

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 15th Revised Sheet No. 4

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

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QUICK PAY TERMS OF USE

Section No. 7
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QUICK PAY TERMS OF USE (Continued)

Section No. 7
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QUICK PAY TERMS OF USE (Continued)

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QUICK PAY TERMS OF USE (Continued)

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MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

DISCONNECTION NOTICE BILL

Section No. 8
3rd Revised Sheet No. 6



Northern States Power Company d/b/a Xcel Energy
P.O. Box 9477
Mpls., MN 55484-9477
1-800-895-4999 TDD 1-800-895-4949 02/11/2016

00147-1-1

Service Address:

Account Number:

DISCONNECTION NOTICE
And Statement of Customer Rights and Information

Dear :

Your natural gas and/or electricity will be disconnected if we do not receive payment or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount of \$ by 01/15/2016. Note that this amount **DOES NOT** include your current month's bill.
- Making payment arrangements with us by 01/15/2016.

Please contact us immediately at 1-800-895-4999 if you feel you received this in error, if payment has already been made, to make the required payment or to set payment arrangements.

If your service is disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

DISCONNECTION NOTICE

IS POSSIBLE QUE IL PRESENTE AINSI NO REFLECTE LES DERNIERS PAIEMENTS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Jan. 15, 2016	\$ Thank you!	

Please Return This Portion With
Your Payment To:

..... manifest line

XCEL ENERGY
P O BOX 9477
MPLS, MN 55484 9477

(Continued on Sheet No. 8-6.1)

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DISCONNECTION NOTICE BILL (Continued)

Section No. 8
Original Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8 am – 5 pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

<u>General Inquiries*</u>	<u>Payments</u>
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

*Register any inquiry or complaint at the above.

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782
www.mn.gov/puc/

South Dakota – The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 1-800-332-1782
www.puc.sd.gov/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPSC: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 1-877-245-6685
www.psc.nd.gov/

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

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online through a third-party vendor.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you.
- **Electronic Check Conversion** – When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

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MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8
 6th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	1-800-895-4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*	1-800-481-4700	8am - 5pm, Mon - Fri	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TDD/TTY	1-800-895-4949	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.
Call Before You Dig	811	24 hours, 7 days a week		

*Register any inquiry or complaint at the above.

GENERAL INFORMATION

City Fees:
 A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.

Electronic Check Conversion:
 When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Environmental Information:
 Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.mn.dhs.gov/programs/electricity.html.

Estimated Bills:
 Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.

Governing Regulatory Agency:
 The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 - www.puc.state.mn.us.

Late Payment Charge:
 Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.

Payment Responsibility:
 If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.

Further information is available to customers upon request.

ABOUT YOUR ELECTRIC RATES

Affordability Charge:
 A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.

Basic Service Charge:
 Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

Conservation Improvement Programs:
 Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Demand Charge:
 Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.

Energy Charge:
 Charge per kWh of electricity usage to recover the variable costs of producing energy.

Environmental Improvement Rider:
 Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

Fuel Cost Charge:
 Charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.

kWh:
 One kilowatt-hour (kWh) is a unit of electrical usage. One kWh equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-watt light bulb for 10 hours.

Mercury Cost Recovery:
 Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.

Renewable Development Fund:
 Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.

Renewable Energy Standard:
 Minnesota law allows Xcel Energy to recover the costs of new renewable generation.

Resource Adjustment:
 This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.

State Energy Policy:
 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Transmission Cost Recovery:
 Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

Windsource®:
 Windsource is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsource blocks (100 kWh each) or choose a 100% Windsource option.

ABOUT YOUR NATURAL GAS RATES

Basic Service Charge:
 Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

Charge per therm:
 Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.

Conservation Improvement Programs:
 Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Distribution Charge:
 Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.

Gas Affordability Program:
 A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

Gas Utility Infrastructure Costs:
 Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.

Heat Content Adjustment:
 Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.

New Area Service/Extension Surcharge:
 Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service extension policy.

Pressure Correction Adjustment:
 Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

Resource Adjustment:
 This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.

State Energy Policy:
 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Therm:
 A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)

- **My Account/eBill™** - View/pay your bill online, view energy usage and access account information.
- **Auto Pay** - Automatically pay your bill directly from your bank account.
- **Pay By Phone** - Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

• **Online View and Pay** - View and pay your bills online through a third-party vendor.

Other Payment Options: (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** - Use your credit or debit card either online or by calling 1-888-747-1523.
- **Pay Stations** - Pay your bill in-person at a location near you.

Learn more at xcelenergy.com/MyAccount

Docket No. E,G002/M-16-____
Miscellaneous Tariff Modifications Petition
Attachment C2

Tariff Sheets-Gas Redline & Clean

Redline

MINNESOTA GAS RATE BOOK - MPUC NO. 2

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~~10th~~ 11th Revised Sheet No. 2

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MINNESOTA GAS RATE BOOK - MPUC NO. 2

CONTRACT AND AGREEMENT FORMS

Section No. 7
~~1st~~^{2nd} Revised Sheet No. TOC

STANDARD CONTRACTS

Listed below are the titles of standard contract or service agreement forms Company requires of customers for various types of gas service. Copies of the forms are shown on the following sheets in the order listed.

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1. Natural Gas Service Agreement - Residential Firm Service	7-2
2. Natural Gas Service Agreement - Commercial and Industrial Service	7-5
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6. Interruptible Gas Transportation Agreement.....	7-18
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QUICK PAY TERMS OF USE

Section No. 7
~~Original~~1st Revised Sheet No. 56



XCEL ENERGY'S QUICK PAY TERMS OF USE

1. Introduction

CAREFULLY READ ALL OF THESE TERMS OF USE BEFORE PROCEEDING. IF YOU DO NOT ACCEPT SUCH TERMS AND INDICATE YOUR ACCEPTANCE BELOW, THEN YOU WILL NOT BE PERMITTED TO USE THE QUICK PAY PAYMENT OPTION. YOU ALSO HAVE OTHER OPTIONS FOR MAKING A PAYMENT.

BY CHOOSING "I AGREE, SUBMIT" YOU AGREE TO BE BOUND BY THESE TERMS OF USE. YOU AGREE THAT XCEL ENERGY MAY MAKE AGREEMENTS WITH YOU BY ELECTRONIC MEANS AND THAT SUCH AGREEMENTS HAVE THE SAME LEGAL EFFECT AS AGREEMENTS ENTERED INTO ON PAPER, AND ARE AUTHENTIC AND VALID. PLEASE KEEP A COPY OF THESE TERMS OF USE FOR YOUR RECORDS.

Xcel Energy has made available to you an online payment option that allows you to make a one-time payment toward your Xcel Energy utility account through use of the Quick Pay option located at www.xcelenergy.com ("Quick Pay"). Your use of Quick Pay is governed by these terms of use (the "Quick Pay Terms of Use").

2. Description of and Use of Quick Pay

Xcel Energy reserves the right to modify or discontinue any or all services or features of Quick Pay at any time without notice, or to offer specific programs only to customers meeting applicable qualifications. Subject to satisfying the qualifications for a particular program, you may elect to use one or more of the features available without being obligated to use them all.

Quick Pay allows you to electronically make payments toward your Xcel Energy utility account over the Internet on a one-time basis from a checking or other account that you designate (your "Payment Account").

As a user of Quick Pay, you represent and warrant that you are an individual or represent a business that has an existing account with Xcel Energy. To the fullest extent permitted by law, you are responsible for any payments made to Xcel Energy via Quick Pay using your Payment Account. You agree not to use Quick Pay in any manner that is illegal or that infringes on the rights of others. You may not resell or make any commercial use of Quick Pay without Xcel Energy's prior written consent.

3. Making a Quick Pay Payment

To make a payment with Quick Pay, you must provide such information as may be requested by us to determine your eligibility, which may include a certain number or numbers related to your Payment Account, your Xcel Energy utility account number, and/or other information used to verify your Xcel Energy utility account and payment method. Xcel Energy may refuse to provide Quick Pay to anyone, at any time, in our sole discretion.

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(Continued on Sheet No. 7-57)

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 57

4. Accuracy of Information; Fees; Rejected Payments

Xcel Energy will not charge a fee for your use of Quick Pay when you select to pay using your bank account. You are solely responsible for the accuracy of your banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your use of Quick Pay. However, if your payment is ever rejected, Xcel Energy will pass through to you any charges assessed against Xcel Energy for such rejection, and will charge you a returned check fee or such other payment rejection fee on your next Xcel Energy bill, where such charges are permitted by the applicable regulations in your state. Information regarding such fees and late charges is available at www.xcelenergy.com. Where permitted by applicable law or regulation, Xcel Energy also reserves the right to terminate your current and future use of Quick Pay if your payment is rejected more than once within any consecutive 12-month period. Additionally, you are responsible for any Internet service fees that may be assessed by your telephone and/or Internet service provider.

5. Quick Pay Payment and Notice of Electronic Presentment

Information related to the payment you make through Quick Pay will be available at the end of each Quick Pay transaction. You should print and/or retain a copy of this information for your records. You may have the option after a Quick Pay transaction is concluded to email a confirmation of your payment to an email address of your choice.

Xcel Energy is not responsible if you give incorrect instructions while using Quick Pay. Any information you receive from us is provided for your convenience and is not guaranteed.

6. Payments

As used in these Quick Pay Terms of Use, the following terms have the following meanings:

The "Payment Due Date" or "Due Date"

The Payment Due Date or Due Date is the latest date by which Xcel Energy must have posted your payment for your bill to be paid on time. Timely payment requires that payment be initiated by 4 PM Mountain Time (3 PM Central Time) on the Payment Due Date. Quick Pay payments initiated after 4 PM Mountain Time (3 PM Central Time) on any business day (the "Cutoff Time") are considered submitted the next business day.

The "Payment Date"

The Payment Date is the date selected by you through Quick Pay on which your payment will post to your Xcel Energy account and the date on or after which funds will be drawn or deducted from your Payment Account.

7. Making Quick Pay Payments

Your use of Quick Pay will constitute your authorization to us to initiate a one-time electronic debit to your Payment Account in the amount and at the time you specify.

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(Continued on Sheet No. 7-58)

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 58

If you make a one-time payment through Quick Pay and your payment is less than the amount due on your then-current bill, the unpaid amount will be added to your next bill balance and late payment charges may occur where permitted under applicable laws and regulations. Subject to certain limitations, you may make as many one-time payments as you choose through Quick Pay, but payments may be scheduled no more than forty-five (45) days in advance.

YOUR QUICK PAY TRANSACTION AND ALL INFORMATION RELATED THERETO SHOULD BE ENTERED BY THE CUTOFF TIME ON THE DUE DATE TO ENSURE THAT THERE IS ENOUGH TIME FOR XCEL ENERGY TO POST THE PAYMENT TO YOUR ACCOUNT AND SUBMIT THE ELECTRONIC DEBIT TO THE PAYMENT ACCOUNT.

8. Canceling or Stopping Payments

You may cancel a scheduled Quick Pay payment that has not yet been processed at any time before the Cutoff Time for the scheduled Payment Date by following the instructions provided at the time of confirmation of the payment.

9. Payment Account

In order to make a payment(s) online through Quick Pay, the Payment Account from which you want to make your payment(s) may need to be entered each time you use Quick Pay. Your Payment Account information will not be retained for your future use of Quick Pay unless you choose to do so by utilizing certain features made available by Xcel Energy for this purpose. By entering information for the Payment Account through Quick Pay, you are authorizing Xcel Energy to initiate an electronic debit to the Payment Account.

Xcel Energy is responsible for the timely and accurate processing of payment withdrawal requests to your bank or financial institution on your behalf following your instructions. You are responsible for the accuracy of your instructions and Payment Account information. Xcel Energy will not be liable for payments Xcel Energy makes or fails to make as a result of erroneous instructions or information.

It is your responsibility to have sufficient available funds in your Payment Account on the Payment Date for payments you schedule. Notwithstanding any instructions from you, Xcel Energy is under no obligation to process any payment on your behalf that: (1) exceeds the available funds in your Payment Account, as determined by your financial institution; (2) is not in accordance with the provisions of these Quick Pay Terms of Use; (3) Xcel Energy has reason to believe may not be authorized by you; (4) would violate any law or regulation applicable to Quick Pay or your financial institution; and (5) is using a Payment Account that Xcel Energy has reason to believe is invalid. Quick Pay payments will be processed through the Automated Clearing House system or other electronic funds transfer network.

10. Dishonor of a Payment

If for any reason, such as insufficient funds, incorrect account information, bank or Payment Account closure or suspension or similar circumstances, your financial institution does not honor withdrawal instructions in connection with a payment, you agree that Xcel Energy can do any, or more than one of, the following, as applicable:

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~~(Continued on Sheet No. 7-59)~~

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 59

- Xcel Energy can repeat the payment withdrawal request as allowed by banking requirements, until your bank funds the transfer request. However, Xcel Energy has no obligation to try debiting the Payment Account more than once.

- Xcel Energy can deactivate your access to Quick Pay so that you may no longer make payments through Quick Pay.

- Xcel Energy may use all legal remedies available to us to collect the amount due.

Xcel Energy will not be liable for late or cancelled payments or for any related costs, such as finance charges, late payment fees or similar expenses you may incur as a result of your financial institution's failure to honor instructions to make payments from your Payment Account, regardless of the reason for your bank's refusal.

11. Your Obligation

You remain responsible for monitoring your use of Quick Pay and your Payment Account. You agree to review and verify payments made through Quick Pay as often as may be necessary or appropriate to ensure that all such payments are made in accordance with your instructions. You must review those payments as they are reflected on the statements for your Payment Accounts, and inform Xcel Energy immediately if you believe that an error has occurred.

12. Authorized and Unauthorized Use of Quick Pay

If you permit other persons to use Quick Pay on your behalf, you are responsible for any transactions they authorize from your Payment Accounts. If you believe that someone has used or may use Quick Pay to make an unauthorized transfer or payment from your Payment Account without your permission, notify us immediately by calling Xcel Energy Customer Service (contact information available at www.xcelenergy.com).

13. In Case of Errors or Questions about a Payment

Xcel Energy is responsible for Quick Pay as described in these Quick Pay Terms of Use and for resolving any errors made by Xcel Energy.

If you have a question about one of these payments, if you think an entry on your Payment Account statement is wrong or if you need more information about a payment initiated through Quick Pay, you must contact Xcel Energy Customer Service as soon as you can (contact information available at www.xcelenergy.com). Xcel Energy will investigate the issue and communicate the results to you.

14. Records

Xcel Energy's records, kept in the regular course of business, shall be presumed to accurately reflect the contents of your instructions and, in the absence of manifest error, will be binding and conclusive.

CANCELED

(Continued on Sheet No. 7-60)

Date Filed: ~~01-13-15~~04-27-16 By: Christopher B. Clark Effective Date: ~~02-27-15~~
President, Northern States Power Company, a Minnesota corporation
Docket No. E,G002/M-~~15-4316-~~ Order Date: ~~02-27-15~~

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
~~Original~~1st Revised Sheet No. 60

15. Data Recording

The information you enter for Quick Pay may be maintained as part of our records. Our use of your personal information entered through Quick Pay will be in accordance with our [privacy policy](#) available at <http://www.xcelenergy.com>.

16. Access to and Termination of Quick Pay Service

Xcel Energy reserves the right to terminate your access to Quick Pay at any time with or without cause.

Scheduled payments through Quick Pay prior to termination will be treated as follows:

- If a termination occurs after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these Quick Pay Terms of Use.
- If a termination occurs before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to Quick Pay for security reasons or if in our reasonable judgment Xcel Energy terminates your access to Quick Pay to prevent the occurrence of fraud, no further Quick Pay payments will be made as of the date Xcel Energy terminates your access. Any other termination by Xcel Energy will be subject to the terms of Xcel Energy's notice to you regarding such termination.

Any termination shall not affect your liability or obligations under these Quick Pay Terms of Use that arose prior to such termination.

17. Notices

You agree that all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these Quick Pay Terms of Use may be sent to you in any manner permitted by law, including, without limitation, in electronic form.

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

DISCONNECTION BILL NOTICE

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



Northern States Power Company d/b/a Xcel Energy
 P.O. Box 9477
 Mpls., MN 55484-9477
 1-800-895-4999 TDD 1-800-895-4949 00/00/0000

CO147-1-1

Service Address: 1234 ANY STREET
 ANY CITY, MN 00000-0000
 Account Number: 52-1234567-1

**DISCONNECTION NOTICE
 And Statement of Customer Rights and Information**

Dear John E. Customer

Your natural gas and/or electricity will be disconnected if we do not receive a payment of \$000.00 by 00/00/0000 or if you do not take immediate steps to remedy your past due balance. If your service is disconnected for nonpayment, you will have to pay a reconnection charge, and you may have to pay a deposit and additional shut off charges. You can avoid disconnection by taking one of the following steps:

- Paying your past due amount \$000.00 by 00/00/0000. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by 00/00/0000.

Please contact us immediately at 1-800-895-4999 to make payment arrangements or if you believe there is an error.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

DISCONNECTION NOTICE

ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
52-1234567-1	00/00/000	\$000.00 Thank You!	

Please Return This Portion With
 Your Payment To:

----- manifest line -----

JOHN E. CUSTOMER
 1234 ANY STREET
 ANY CITY, MN 00000-0000

XCEL ENERGY
 P O BOX 9477
 MPLS, MN 55484-9477

00000000 00000000 000000000000000000000000

(Continued on Sheet No. 8-6.1)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

DISCONNECTION BILL NOTICE

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



Northern States Power Company d/b/a Xcel Energy
 P.O. Box 9477
 Mpls, MN 55484-9477
 1-800-895-4999 TDD 1-800-895-4949 02/11/2016

00147 1 1

Service Address:

Account Number:

**DISCONNECTION NOTICE
 And Statement of Customer Rights and Information**

Dear :

Your natural gas and/or electricity will be disconnected if we do not receive payment or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount of \$ by 01/15/2016. Note that this amount **DOES NOT** include your current month's bill.
- Making payment arrangements with us by 01/15/2016.

Please contact us immediately at 1-800-895-4999 if you feel you received this in error, if payment has already been made, to make the required payment or to set payment arrangements.

If your service is disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

DISCONNECTION NOTICE

ES POSSIBLE QUE EL PRESENTE TAMBIEN NO REFLECTE LOS ULTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Jan. 15, 2016	\$ Thank you!	

Please Return This Portion With
 Your Payment To:

..... manifest line

XCEL ENERGY
 P O BOX 9477
 MPLS, MN 55484 9477

(Continued on Sheet No. 8-6.1)

Date Filed: 07-20-1004-27-16 By: ~~Judy M. Pifer~~ Christopher B. Clark Effective Date: 09-23-10
 President, ~~and CEO~~ of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-10-80916- Order Date: 09-23-10

MINNESOTA GAS RATE BOOK – MPUC NO. 2

DISCONNECTION BILL NOTICE (Continued)

Section No. 8
Original Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8 am – 5 pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

General Inquiries*	Payments
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

*Register any inquiry or complaint at the above.

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782
www.mn.gov/puc/

South Dakota – The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 1-800-332-1782
www.puc.sd.gov/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPS: 600 E. Blvd., Dept. 408, Bismarck, ND 58505 – 1-877-245-6685
www.psc.nd.gov/

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

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online through a third-party vendor.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you.
- **Electronic Check Conversion** – When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Date Filed: 04-27-16

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-16-

Order Date:

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8
 7th8th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS		IMPORTANT ADDRESSES	
Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week	General Inquiries* Xcel Energy PO Box 8 Eau Claire, WI 54702-0008 www.xcelenergy.com
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week	
Residential Customer Service*	1-800-895-4999	24 hours, 7 days a week	
Business Solutions Center*	1-800-401-4700	8am - 5pm, Mon - Fri	
TDD/TTY	1-800-895-4949	24 hours, 7 days a week	
Call Before You Dig	811	24 hours, 7 days a week	
<p>24 hours, 7 days a week</p> <p>*Register any inquiry or complaint at the above.</p>			Payments Xcel Energy PO Box 9477 Minneapolis, MN 55484-9477 Please include stub for faster processing.

GENERAL INFORMATION

City Fees
 A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.

Electronic Check Conversion
 When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Environmental Information
 Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at www.xcelenergy.com. You can also contact the Minnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.pca.state.mn.us/programs/electricity.html.

Estimated Bills
 Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.

Governing Regulatory Agency
 The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 - www.puc.state.mn.us.

Late Payment Charge
 Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.

Payment Responsibility
 If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.

Further information is available to customers upon request.

ABOUT YOUR ELECTRIC RATES

Affordability Charge
 A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.

Basic Service Charge
 Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

Conservation Improvement Programs
 Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Demand Charge
 Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.

Energy Charge
 Charge per kWh of electricity usage to recover the variable costs of producing energy.

Environmental Improvement Rider
 Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

Fuel Charge Adjustment **Cost Charge**
 Charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.

kWh
 One kilowatt-hour (kWh) is a unit of electrical usage. One kWh equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-watt light bulb for 10 hours.

Mercury Cost Recovery
 Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.

Renewable Development Fund
 Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.

Renewable Energy Standard
 Minnesota law allows Xcel Energy to recover the costs of new renewable generation.

Resource Adjustment
 This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.

State Energy Policy
 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Transmission Cost Recovery
 Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

Windsource*
 Windsource* is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsource* blocks (100 kWh each) or choose a 100% Windsource* option.

ABOUT YOUR NATURAL GAS RATES

Basic Service Charge
 Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)

Charge per therm
 Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.

Conservation Improvement Programs
 Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Distribution Charge
 Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.

Gas Affordability Program
 A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

Gas Utility Infrastructure Costs
 Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.

Heat Content Adjustment
 Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.

New Area Service Extension Surcharge
 Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service admission policy.

Pressure Correction Adjustment
 Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

Resource Adjustment
 This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.

State Energy Policy
 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Therm
 A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)

- **My Account/bill™** - View/pay your bill online, view energy usage and access account information.
- **Auto Pay** - Automatically pay your bill directly from your bank account.
- **Quick Pay** - Make a payment through xcelenergy.com.
- **Pay By Phone** - Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

- **Online View and Pay** - View and pay your bills online through a third-party vendor.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** - Use your credit or debit card either online or by calling 1-888-747-1521.
- **Pay Stations** - Pay your bill in-person at a location near you.

Learn more at xcelenergy.com/MyAccount

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MINNESOTA GAS RATE BOOK - MPUC NO. 2

TABLE OF CONTENTS (Continued)

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 11th Revised Sheet No. 2

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MINNESOTA GAS RATE BOOK - MPUC NO. 2

CONTRACT AND AGREEMENT FORMS

Section No. 7
2nd Revised Sheet No. TOC

STANDARD CONTRACTS

Listed below are the titles of standard contract or service agreement forms Company requires of customers for various types of gas service. Copies of the forms are shown on the following sheets in the order listed.

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1. Natural Gas Service Agreement - Residential Firm Service	7-2
2. Natural Gas Service Agreement - Commercial and Industrial Service	7-5
3. Natural Gas Service Agreement - Commercial Demand Billed Service.....	7-8
4. Interruptible Gas Service Agreement	7-10
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QUICK PAY TERMS OF USE

Section No. 7
1st Revised Sheet No. 56

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
1st Revised Sheet No. 57

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
1st Revised Sheet No. 58

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QUICK PAY TERMS OF USE (Continued)

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QUICK PAY TERMS OF USE (Continued)

Section No. 7
1st Revised Sheet No. 60

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

DISCONNECTION BILL NOTICE

Section No. 8
 3rd Revised Sheet No. 6



Northern States Power Company d/b/a Xcel Energy
 P.O. Box 9477
 Mpls., MN 55484-9477
 1-800-895-4999 TDD 1-800-895-4949 02/11/2016

00147 1-1

Service Address:

Account Number:

**DISCONNECTION NOTICE
 And Statement of Customer Rights and Information**

Dear :

Your natural gas and/or electricity will be disconnected if we do not receive payment or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount of \$ by 01/15/2016. Note that this amount **DOES NOT** include your current month's bill.
- Making payment arrangements with us by 01/15/2016.

Please contact us immediately at 1-800-895-4999 if you feel you received this in error, if payment has already been made, to make the required payment or to set payment arrangements.

If your service is disconnected for nonpayment you will have to pay a reconnection charge. Reconnection orders are typically completed the **FOLLOWING BUSINESS DAY** after your reconnection order has been placed. Additional charges, such as a deposit, may also be assessed to your account.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT CURRENT PAYMENTS

DISCONNECTION NOTICE

IS POSTED QUEL PRESENTIAMO NO REFLECTE LOS CUENTAS PAGAS

Your Account Number	Due Date	Please Pay	Amount Enclosed
	Jan. 15, 2016	\$ Thank you!	

Please Return This Portion With
 Your Payment To:

..... manifest line

XCEL ENERGY
 P O BOX 9477
 MPLS, MN 55484-9477

(Continued on Sheet No. 8-6.1)

Date Filed: 04-27-16 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-16- Order Date:

MINNESOTA GAS RATE BOOK – MPUC NO. 2

DISCONNECTION BILL NOTICE (Continued)

Section No. 8
Original Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	1-800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week
Residential Customer Service:*	1-800-895-4999	24 hours, 7 days a week
Business Solutions Center:*	1-800-481-4700	8 am – 5 pm, Mon – Fri
TTD/TTY	1-800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

General Inquiries*	Payments
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

*Register any inquiry or complaint at the above.

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782
www.mn.gov/puc/

South Dakota – The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 1-800-332-1782
www.puc.sd.gov/

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPS: 600 E. Blvd., Dept. 408, Bismarck, ND 58505 – 1-877-245-6685
www.psc.nd.gov/

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

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online through a third-party vendor.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you.
- **Electronic Check Conversion** – When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

Date Filed: 04-27-16

By: Christopher B. Clark

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Docket No. E,G002/M-16-

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MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8
 8th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	1-800-895-7099	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	1-800-895-2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	1-800-895-4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*	1-800-461-4190	8am - 5pm, Mon - Fri	East Chippewa, WI 54702-0008	Minneapolis, MN 55484-9477
TDD/TTY	1-800-895-4949	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.
Call Before You Dig	811	24 hours, 7 days a week		

*Register any inquiry or complaint at the above.

GENERAL INFORMATION

City Fees A few states cities impose that Xcel Energy collects from customers and pays directly to the city.	Governing Regulatory Agency The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC, 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 - WWW.puc.state.mn.us.
Electronic Check Conversion When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.	Late Payment Charge Xcel Energy will assess a late payment charge on unpaid amounts 16th Working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.
Environmental Information Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at WWW.commerce.state.mn.us or the Minnesota Pollution Control Agency at WWW.pca.state.mn.us/programs/electricity.html.	Payment Responsibility If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.
Estimated Bills Xcel Energy attempts to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on your past use.	Further information is available to customers upon request.

ABOUT YOUR ELECTRIC RATES

Affordability Charge A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.	Mercury Cost Recovery Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at three of Xcel Energy's fossil fuel power plants.
Basic Service Charge Fixed monthly charge for certain fixed costs (metering, billing, maintenance, etc.)	Renewable Development Fund Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects and research and development of renewable energy technologies.
Conservation Improvement Programs Minnesota law requires Xcel Energy to invest in programs that help customers save energy.	Renewable Energy Standard Minnesota law allows Xcel Energy to recover the costs of new renewable generation.
Demand Charge Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.	Resource Adjustment This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery.
Energy Charge Charge per kWh of electricity usage to recover the variable costs of producing energy.	State Energy Policy Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.
Environmental Improvement Rider Minnesota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.	Transmission Cost Recovery Minnesota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.
Fuel Cost Charge Charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing energy from other suppliers.	Windsource* Windsource is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsource blocks (100 kWh each) or choose a 100% Windsource option.

ABOUT YOUR NATURAL GAS RATES

Basic Service Charge Monthly charge for certain fixed costs (metering, billing, maintenance, etc.)	Heat Content Adjustment Collects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.
Charge per therm Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.	New Area Service/Extension Surcharge Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service extension policy.
Conservation Improvement Programs Minnesota law requires Xcel Energy to invest in programs that help customers save energy.	Pressure Correction Adjustment Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.
Distribution Charge Charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.	Resource Adjustment This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.
Gas Affordability Program A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.	State Energy Policy Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.
Gas Utility Infrastructure Costs Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.	Therm A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)	Online View and Pay - View and pay your bills online through a third-party vendor.
My Account@Bill™ - View/pay your bill online, view energy usage and access account information.	Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)
Auto Pay - Automatically pay your bill directly from your bank account.	Credit/Debit Card Payment - Use your credit or debit card either online or by calling 1-888-747-1523.
Pay By Phone - Make your payment by phone from your checking or savings account by calling 1-800-895-4999.	Pay Stations - Pay your bill in person at a location near you.
Pay By Mail - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.	<i>Learn more at xcelenergy.com/MyAccount</i>

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Date Filed: 04-27-16

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-16-

Order Date:

CERTIFICATE OF SERVICE

I, Carl Cronin, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

xx by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota

xx electronic filing

Xcel Energy's Miscellaneous Gas and Electric Service List

Dated this 27th day of April 2016

/s/

Carl Cronin
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
James J.	Bertrand	james.bertrand@stinson.com	Stinson Leonard Street LLP	150 South Fifth Street, Suite 2300 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Jeffrey A.	Daugherty	jeffrey.daugherty@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Ian	Dobson	ian.dobson@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101	Electronic Service 1400	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Emma	Fazio	emma.fazio@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Todd J.	Guerrero	todd.guerrero@kutakrock.com	Kutak Rock LLP	Suite 1750 220 South Sixth Street Minneapolis, MN 554021425	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Sandra	Hofstetter	sHofstetter@mnchamber.com	MN Chamber of Commerce	7261 County Road H Fremont, WI 54940-9317	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Michael	Hoppe	il23@mtn.org	Local Union 23, I.B.E.W.	932 Payne Avenue St. Paul, MN 55130	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2265 Roswell Road Suite 100 Marietta, GA 30062	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Mark J.	Kaufman	mkaufman@ibewlocal949.org	IBEW Local Union 949	12908 Nicollet Avenue South Burnsville, MN 55337	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Thomas	Koehler	TGK@IBEW160.org	Local Union #160, IBEW	2909 Anthony Ln St Anthony Village, MN 55418-3238	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Michael	Krikava	mkrikava@briggs.com	Briggs And Morgan, P.A.	2200 IDS Center 80 S 8th St Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Douglas	Larson	dlarson@dakotaelectric.com	Dakota Electric Association	4300 220th St W Farmington, MN 55024	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Andrew	Moratzka	apmoratzka@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
David W.	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	Suite 300 200 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750 St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd St. Paul, MN 55102	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Ron	Spangler, Jr.	rlspangler@otpc.com	Otter Tail Power Company	215 So. Cascade St. PO Box 496 Fergus Falls, MN 565380496	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Byron E.	Starns	byron.starns@stinson.com	Stinson Leonard Street LLP	150 South 5th Street Suite 2300 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
James M.	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Eric	Swanson	eswanson@winthrop.com	Winthrop Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
SaGonna	Thompson	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Lisa	Veith	lisa.veith@ci.stpaul.mn.us	City of St. Paul	400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas