



414 Nicollet Mall
Minneapolis, MN 55401

July 14, 2017

—Via Electronic Filing—

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

RE: PETITION
CUSTOMER COMMUNICATION PREFERENCES
DOCKET NO. E,G002/M-17-_____

Dear Mr. Wolf:

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Petition for approval of changes to its tariffs and a variance from the Commission's Rules related to operational changes intended to align with changing customer expectations and preferences.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies have been served on the parties on the attached service list. Please contact Jody Londo at jody.l.londo@xcelenergy.com or (612) 330-5601 if you have any questions regarding this filing.

Sincerely,

/s/

BRIA E. SHEA
DIRECTOR, REGULATORY & STRATEGIC ANALYSIS

Enclosures
c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY FOR
APPROVAL OF TARIFF MODIFICATIONS
AND A VARIANCE FROM COMMISSION
RULES TO IMPLEMENT CUSTOMER-
DRIVEN OPERATIONAL CHANGES AND
OTHER TARIFF CHANGES

DOCKET NO. E,G002/M-17-_____

PETITION

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Petition for approval of changes to its tariffs and a variance from the Commission's Rules related to operational changes intended to align with changing customer expectations and preferences.

Since 2010, we have been expanding digital channels through which customers can transact with and access information, such as to view and pay their bills, start and stop service, and report and monitor the status of electrical outages. Available channels now include: phone, interactive voice response (IVR), email, text/SMS, the xcelenergy.com website, social media, and most recently, the Xcel Energy mobile application (app). At the same time, use of electronic communications is continuing to increase, and use of traditional channels, such as the U.S. Mail, is declining.

Individuals are growing increasingly accustomed to instant communications. Mobile devices have transformed how consumers communicate and share information, and as they offer smarter, faster, and more intuitive information, they are expected to become even more ingrained into our daily patterns and connected culture.¹ That said, however, there are circumstances where individuals want – or require –

¹ <https://www.forbes.com/sites/katcharrison/2017/01/09/top-10-trends-that-will-transform-digital-marketing-in-2017/#28ec61903bf5>

individualized service. The concept of customer preferences, or meeting our customers in their channel of choice, is at the core of the changes underway in our operations. We propose three changes related to customer preferences in this filing. We additionally propose a change to the description of the Renewable Development Fund (RDF) on our customer bill backer due to a 2017 Minnesota legislative session outcome.

In terms of customer preferences, the first change we are planning is within our call center operations. Our overall call volumes are declining, and customers are increasingly using available digital channels to get answers to their questions and transact with the Company. Of the customers that call the Company, approximately 60 percent choose to use our IVR to get information or complete a transaction. Digital transactions via our website and My Account have increased from 27 million in 2012 to 43 million in 2016. Similarly, customer email volume has doubled since 2012, and social media interactions have increased five-fold since 2012.

As we have expanded our digital channels and improved our customer self-service tools, we have made corresponding changes in our operations to ensure we continue to provide our customers with excellent service regardless of the channel they choose. We believe it is now time to make a larger change in order to continue to meet our customers in their channels of choice. We believe we can accomplish this without increasing costs and while continuing to provide customers with excellent service. We intend to reduce our call center hours of operation for non-outage and non-emergency (general) customer issues and inquiries – adjusting schedules and assignments for our customer service representatives to better align with the hours and channels in which our customers are seeking information or other assistance.

To be clear, we will maintain our 24 hours-a-day/7 days-a-week (24/7) call center hours of operation for natural gas and electric emergencies – meaning a customer can call at any hour of any day and choose to speak to a representative regarding a natural gas or electric outage or emergency. The reduced call center hours of 7:00 a.m. to 7:00 p.m. Monday through Friday and 9:00 a.m. to 5:00 p.m. Saturday will apply to inquiries and issues other than emergencies (for example, questions about billing or available energy efficiency rebates or programs), and will capture approximately 90 percent of the total agent-handled call volume. Additionally, our IVR will remain available 24/7, so customers calling to make a payment or ask when their payment is due will still be able to get information or complete transactions. Outside of these hours, we will direct customers requesting to speak to a representative regarding a general issue to call back during standard business hours or to utilize an available digital channel.

While this change is driven by our customers' preferences, we expect to realize some scheduling efficiencies over time, resulting in reduced hiring needs and thus lower training costs. We estimate these efficiencies will be in the range of \$100,000 to \$130,000 per year for Minnesota beginning in 2018.

Our call center hours of operation are contained on various tariff sheets in our Natural Gas and Electric Rate Books. With this Petition, we request approval of the tariff changes we have proposed to implement this change in our operations.

The second change is a proposal to change the way in which we communicate *planned* outages to customers. A planned outage is an intentional interruption of electric power that we implement in order to perform work on our system. We seek to minimize these planned interruptions; however, some level of planned outages is inevitable. The Commission's Rules and our tariff prescribe the methods and timing of customer communications – requiring notification via U.S. Mail and phone for all planned outages expected to last more than four hours. With this Petition, we are requesting a variance from these requirements in order to honor our customers' communication preferences regarding outages.

In 2015, we developed a customer preferences center, where customers can choose how the Company contacts them for various issues, including outages. After reporting or inquiring about an outage, customers also have the option to opt-in to phone, email, or text notifications regarding the current or future outages impacting their homes or businesses. Since offering customers these options, approximately 500,000 Xcel Energy customers have opted-in, and expressed a preference for phone, email, or text communication regarding outages; approximately 150,000 of these customers are in Minnesota. We are requesting approval to also apply these preferences to planned outages.

The third change we propose is very minor changes to our current eBill and eBill Payment Terms of Use contained in our Electric and Natural Gas Rate Books, to make our reference to notifications or communications customers may receive as a participant inclusive of text messages. Customers enrolling in eBill are choosing to receive their bills "online," which allows them to view, print and save copies of their bills electronically. Similarly, eBill Payment allows customers to pay their Xcel Energy bills online. Therefore, the entire context of these services is electronic – and the Terms of Use appropriately contemplate electronic communications. However, they currently refer exclusively to "email" and an electronic "mail address."

We propose to add specific references to text message communications. Customers will be able to later opt-out of text communications if they change their minds. These customers will then default to email communications – and consistent with the

current Terms of Use, customers will *not* be able to opt-out of email communications, as some form of program notifications are necessary. The addition of a text message option will allow the Company to honor our customers' communication preferences, whether that is text or email.

Finally, the 2017 Minnesota legislature made changes to Minn. Stat. § 116C.779 subd. 1(j) that changed the purposes for which RDF funds can be spent. The RDF Rider, along with other Riders, is described on the back of our customer bills, which is contained in our Natural Gas and Electric Rate Books. Therefore, a tariff change is necessary to modify the description. The legislative change was effective July 1, 2017. We intend to implement the change to the RDF Rider description contained on our Standard Bill Back upon Commission approval of this petition.

We believe these operational changes intended to align with our customers preferred communication channels are in the public interest and respectively request the Commission to:

- Approve our proposed changes to the tariffs contained in our Natural Gas and Electric Rate Books associated with the change in our non-outage/emergency business hours,
- Approve a four-year variance to Minn. R. 7826.0800 and an exception from the Customer Notice of Planned Service Interruptions tariff provision in our Electric Rate book tariff to allow our use of customer-expressed communication preferences for planned outages, and
- Approve our proposed changes to the eBill and eBill Payment Terms of Use tariff contained in our Natural Gas and Electric Rate Books to make a text option for customers to receive the associated electronic program communications.

We additionally request the Commission to approve our proposed changes to the RDF Rider description contained in our Natural Gas and Electric Rate Books.

The balance of this petition provides further support for the changes we propose, and is organized as follows:

Sections I through IV – *General filing information*

V. CHANGE TO CALL CENTER BUSINESS HOURS

- A. Background
- B. Overview
- C. Improving the Customer Experience
- D. Updated Business Hours Based on Data

- E. This Change is Consistent with Industry Trends
- F. Implementation
- G. Proposed Tariff Sheets

VI. PLANNED OUTAGE COMMUNICATIONS VARIANCE REQUEST

- A. Background
- B. Meeting Customers in their Channel of Choice
- C. Proposed Change
- D. Industry Information
- E. Applicable Law
- F. Variance Request

VII. EBILL AND EBILL PAYMENT TERMS OF USE

- A. Summary of Proposed Changes
- B. Proposed Tariff Sheets

VIII. RDF RIDER DESCRIPTION CHANGE

IX. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

CONCLUSION

Attachments:

- A Standard Bill Backer (redline and clean)
- B Disconnection Backer (redline and clean)
- C Tariff Sheets (Electric) Standard & Disconnection Bill Backer (redline and clean)
- D Tariff Sheets (Gas) Standard & Disconnection Bill Backer (redline and clean)
- E Standard Bill image (Electric) (redline & clean)
- F Standard Bill image (Gas) (redline & clean)
- G Automatic Payment Plan (APP) Bill image (Electric) (redline & clean)
- H Automatic Payment Plan (APP) Bill image (Gas) (redline & clean)
- I Reminder Bill image (Electric) (redline & clean)
- J Reminder Bill image (Gas) (redline & clean)
- K Tariff Sheets (Electric) Standard/APP/ Reminder Bill images (redline & clean)
- L Tariff Sheets (Gas) Standard/APP/Reminder Bill images (redline & clean)
- P Tariff Sheets (Electric) contact information (redline & clean)
- Q Tariff Sheets (Gas) contact information (redline & clean)

I. SUMMARY OF FILING

A one-paragraph summary is attached to this filing 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 Company's miscellaneous electric and natural gas service lists.

III. GENERAL FILING INFORMATION

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

A. Name, Address, and Telephone Number of Utility

Northern States Power Company, doing business as:
Xcel Energy
414 Nicollet Mall
Minneapolis, MN 55401
(612) 330-5500

B. NAME, ADDRESS, AND TELEPHONE NUMBER OF UTILITY ATTORNEY

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

C. Date of Filing

The date of this filing is July 14, 2017. The Company requests the changes take effect as of the date of the Commission's Order in this proceeding.

D. Statute Controlling Schedule for Processing the Filing

This Petition is made pursuant to Minn. Stat. § 216B.05, which generally requires tariffs to be filed with the Commission, and Minn. Stat. § 216B.16, subd. 1, which prescribes general timelines for rate and tariff changes, including, but not limited to, a requirement of 60-days' notice prior to any rate or tariff change. Commission Rules define this filing as a "miscellaneous filing" under Minn. R. 7829.0100, subp. 11 since no determination of Xcel Energy'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
Director, Regulatory & Strategic Analysis
Xcel Energy
414 Nicollet Mall – 401 7th Floor
Minneapolis, MN 55401
(612) 330-6064

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
Senior Attorney
Xcel Energy
401 Nicollet Mall – 401 8th Floor
Minneapolis, MN 55401
mara.k.ascheman@xcelenergy.com

Carl Cronin
Regulatory Administrator
Xcel Energy
401 Nicollet Mall – 401 7th Floor
Minneapolis, MN 55401
regulatory.records@xcelenergy.com

Any information requests in this proceeding should be submitted to Mr. Cronin at the Regulatory Records email address above.

V. CHANGE TO CALL CENTER BUSINESS HOURS

A. Background

Today, as it relates to direct customer service, our call center operations include general customer service and specialized service teams. We maintain three primary phone numbers: (1) Residential/General Customer Service, (800) 895-4999; (2) Electric Outage (800) 895-1999; and (3) Natural Gas Emergency, (800) 895-2999. General customer service is the primary hub for customer inquiries, which also includes calls to our electric outage and natural gas emergency numbers. All calls to our toll-free lines come into our IVR system to hear the main menu where most customers complete their transaction (report an outage, hear their balance, pay a bill, etc.).² If customers cannot complete their transaction, or decide they want to speak to a representative, they exit the IVR and are routed to an agent.

² The exception to this is our gas emergency line, which routes directly to a person.

Our specialized service teams include:

- *Business Solutions Center (BSC)*. The BSC serves the specialized needs of our small to medium-sized business customers, responding to billing and other questions, discussing rate options, and promoting CIP and DSM opportunities, and is staffed 8 a.m. to 5 p.m. Monday through Friday.
- *Credit*. Credit interacts with all customers that have fallen behind on their bill payments, and is staffed 7:00 a.m. to 7:00 p.m. for residential customers and 8:00 a.m. to 6:00 p.m. for business customers.
- *Personal Account Representative (PAR) team*. The PAR team oversees programs such as energy assistance, medical certification, and safe-at-home – and interacts with customers participating in those programs. The PAR team is staffed Monday through Friday, 8 a.m. to 12:30 p.m. and 1:30 p.m. to 4:30 p.m.
- *Correspondence team*. The Correspondence team is staffed 24/7. During non-outage/emergency hours, the Correspondence team fulfills requests from customers and property managers stemming from paper, email, and fax channels, and interacts with customers via email and social media. During outage/emergency hours, they provide digital customer support for natural gas and electric outages and emergencies.

We currently calculate and report our telephone response time annually under Minn. R. 7826.1200 and 7826.1700, our Quality of Service Tariff as prescribed in Docket No. E,G002/M-02-2034, and the Commission's natural gas service quality reporting as required in its August 26, 2010 Order in Docket No. G999/CI-09-409. The calculations include all calls to the primary phone numbers based on our defined business hours, which are currently 24/7. The calculations additionally include calls to our Credit phone number during its defined business hours. In our reporting, we present numerous views of our telephone responsiveness that include and exclude calls handled by the IVR, isolate our agent-handled calls, and calculate our responsiveness with and without Credit calls, for example.

B. Overview of the Change in Business Hours

Currently, our general customer service line is staffed 24/7. We are planning to change our business hours for general customer service to 7:00 a.m. to 7:00 p.m. Monday through Friday and 9:00 a.m. to 5:00 p.m. Saturday. This change does not affect electric outage and natural gas emergency calls. Customer Service Representatives will continue to be available for electric or natural gas outages and emergencies 24/7.

Consistent with how our primary numbers work today, all customer calls will initially come into our IVR (or be directed to a person, in the case of natural gas emergency calls). Customers calling outside of the new general customer service hours will hear a message indicating we are only open for outages and emergencies. If a customer selects an outage or emergency IVR prompt during the emergency-only hours, and actually has a non-emergency/non-outage question or issue, the agent will let the customer know at this time we are only accepting outage and emergency calls – and invite them to call back during our regular business hours, offer them the option to transact with our IVR, and ensure they are aware of our digital channels. Our specialized service teams will continue to provide service as described above.

Approximately 83 percent of our current total call volume is to our general customer service number, which correlates with our overall customer base that is approximately 87 percent residential. As customers have increased their use of IVR and available digital channels, our call volumes have decreased, and the work of our correspondence team has increased. Changing our non-outage/emergency customer service operations to align with our customers’ communication preferences and patterns will increase our efficiency, and maintain our current level of service. A portion of our Customer Service Representatives currently assigned to support customer calls will instead be assigned to Correspondence, to aid the increasing digital volume and our level of responsiveness. At the same time, these representatives will remain at-the-ready to aid with calls, should we experience an unplanned increase in volume due to severe weather, for example.

C. Improving the Customer Experience

As we have discussed in a number of proceedings over the last several years, we set-out to identify the key “moments that matter” to our customers as they interact with the Company. The concept behind our moments-that-matter initiative is that each customer touch point is an opportunity to build trust and relationships with our customers. Our goal is to give customers the choices they want and value – and deliver those choices in a convenient manner to affect a positive customer experience.

These key moments are as follows:

- *Start My Service.* Focuses on making a strong and lasting first impression that fosters trust and leaves the customer wanting to engage further with the Company.
- *Pay My Bill.* Addresses account management, and billing and payment touch points for all customers – and focuses on shifting away from a one-size-fits-all approach toward targeted and dynamic programs and messaging.

- *Understand My Outage.* Builds on the understanding that during outage events, customers want to feel in control and connected to the Company until their power is restored, and
- *Manage My Energy.* Seeks to find ways to add value and deliver choices that meet the needs and expectations of our customers, communities, and policy makers.

In 2013, we focused our Customer Experience team around improving our customers' experience in these key areas. The customer experience is defined as customer perceptions of an interaction with a company – or seeing the Company through our customers' eyes. Multiple research sources show that customers engage with utilities for a very small amount of time – on average, only six to nine minutes per year. The concept behind our focus on the customer experience is that each customer touch point is an opportunity to build trust and relationships with our customers. Our goal is to give customers the choices they want and value, and deliver those choices in a convenient manner to affect a positive customer experience.

We know from customer research that customers who interact with a company digitally are more engaged, satisfied, likely to trust their energy provider – and more likely to participate in an energy management program and other energy-related products and services. Digital transactions are more efficient for the Company – and from the level and increasing trend of digital transactions we are seeing, we can assume digital transactions are also more efficient for at least a portion of our customers. We have therefore been working to increase our digital transactions – and in doing so, identifying opportunities to refine our digital communication channels to make it easier to do business with us. These improvements include:

- Enhancements to our electric outage map,
- Redesign of our My Account customer self-service website,
- Redesign of our xcelenergy.com website to focus on content for customers – making it easier to navigate the information and discover relevant solutions, while still allowing customers to seamlessly and efficiently complete their intended transaction(s),
- Implementation of a communications preferences center and proactive notifications to connect with customers in ways that they prefer, and
- Launching the Xcel Energy mobile app.

Additionally in 2017, we launched a new [Storm Center](#) that centralizes outage-related information and tools on one page. During storm events, we draw attention to the Storm Center through banners on our xcelenergy.com home page. It simply offers

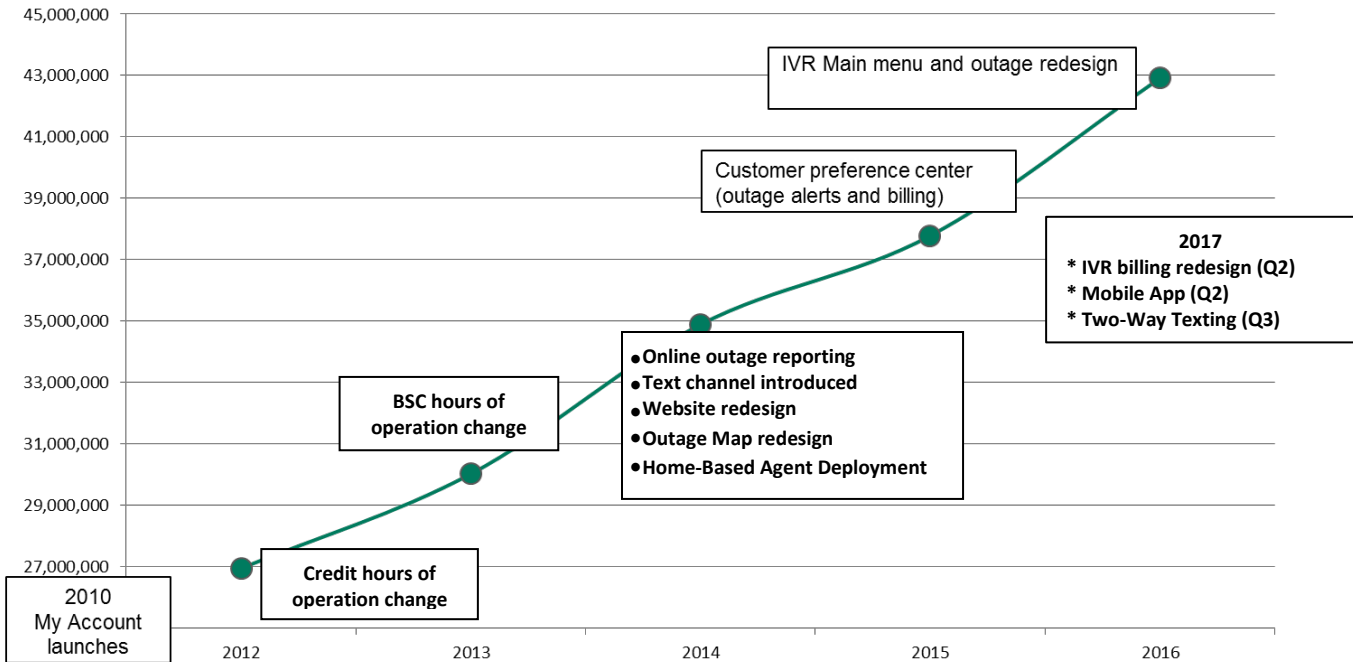
four key actions that we know are of primary importance to customers:

- *Report an Electric Outage.* Allows customers to use their phone or premise number to report an outage.
- *View Outage Map.* Allows customers to see power outages in their immediate and surrounding areas. Improvements include new outage/restoration status messages intended to be more customer-friendly and some design updates.
- *Get Restoration Estimate.* Allows customers to use their phone or premise number to look up the estimated restoration time (ERT) associated with their outage.
- *Get Storm Updates.* Contains updates during large events to give customers a better sense of progress toward restoration.

Customers are also able to view and update their outage notification preferences without logging into My Account – and we offer additional information, such as tips on food safety when appliances lose power, answers to Frequently Asked Questions, and a checklist that steps customers through actions such as checking for mast damage, using caution with appliances, keeping elderly and other susceptible people safe, and observing food safety.

Currently, approximately 55 percent of our transactions with customers are digital. Figure 1 below shows how digital transactions have increased since My Account was launched in 2010. We have additionally noted the timing of other changes occurring in our customer operations along the way, such as when we implemented the customer preference center and outage alerts options for customers in 2015.

Figure 1: Customer Adoption of Digital Channels – Xcel Energy



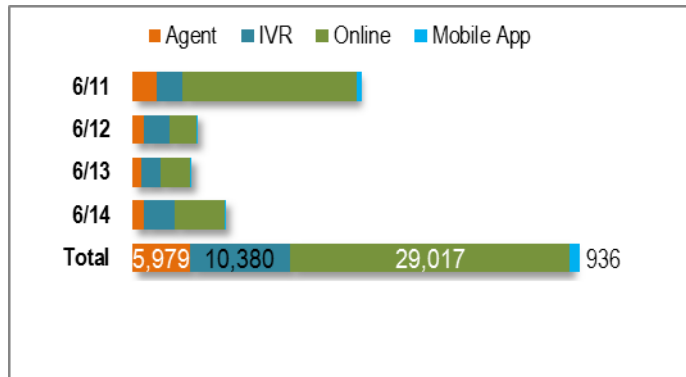
Currently, approximately 1.2 million Xcel Energy customers receive their monthly bills electronically – and 2.4 million pay them electronically. We have approximately 1.6 million customers enrolled in our My Account self-service tool – 96 percent of which are residential – and over 50,000 customers have already downloaded the Xcel Energy mobile app since its launch May 30, 2017. In terms of communication preferences, 311,000 Xcel Energy customers have expressed a preference for text messages; 150,000 prefer phone contact; and, 200,000 prefer email communications.³

To demonstrate this shift to digital channels, during the recent mid-June 2017 storm, our storm center on xcelenergy.com saw over 80,000 clicks, and our outage map had nearly 226,000 clicks. Social media saw 517,000 impressions during the storm event and over 45,000 after the event. Finally, we delivered over 650,000 notifications to customers throughout the event, with 57 percent occurring via email, 33 percent via text, and the remaining 10 percent via phone.

Customers overwhelmingly reported their outages online (63 percent), with IVR following in a distant second (22 percent), and use of our customer service representatives (Agents) representing just 13 percent of the total, as follows:

³ Customers can elect one or more communication channel preferences, so these numbers do not represent unique Xcel Energy customer counts.

**Figure 2: Customer-Reported Outages
June 2017 Storms (Minnesota, North Dakota, South Dakota)**



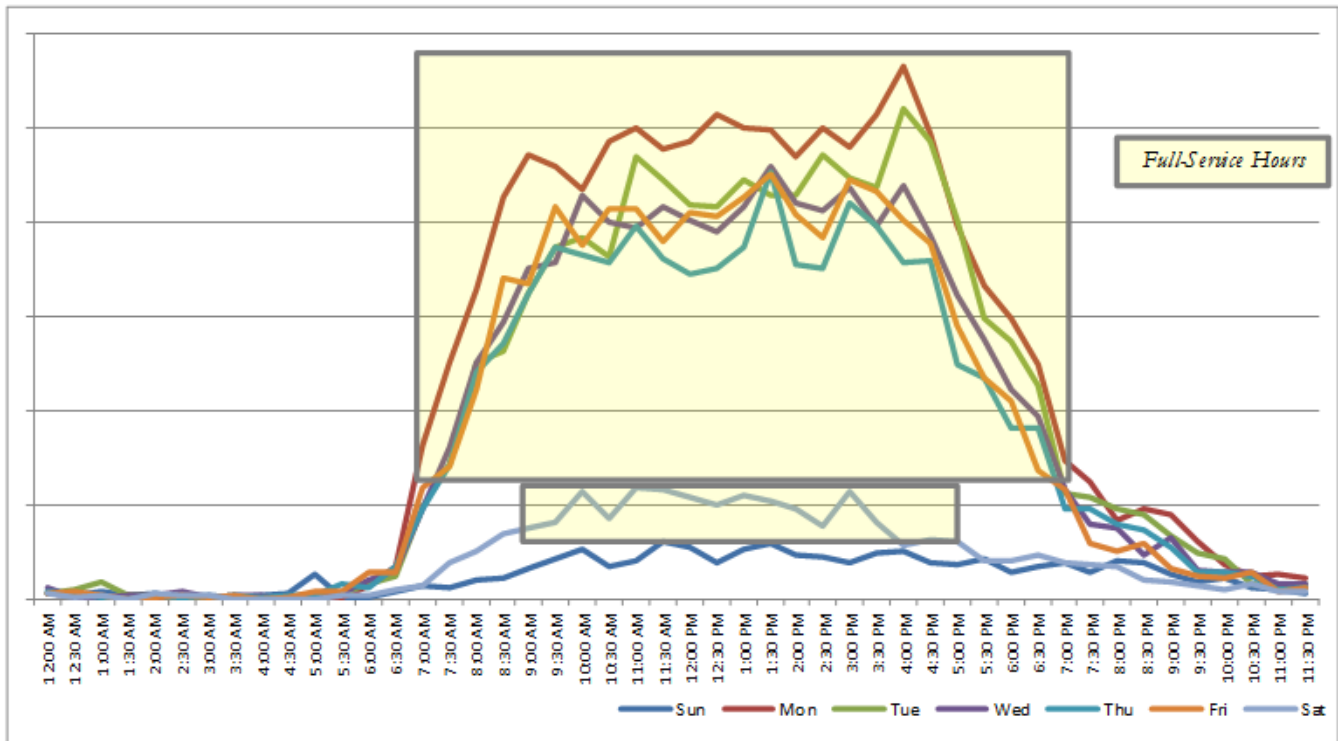
We note that although our mobile app just launched weeks before the storm event, two percent of the outage reports we received were made via the app.

D. Updated Business Hours Based on Data

In determining our updated business hours, we analyzed call statistics and considered issues such as customers that may work alternative work schedules. We chose these hours because they capture nearly 90 percent of the total calls we receive, where customers choose to speak to a representative. These hours are also broad enough to afford customers working alternative shifts the opportunity to interact with a customer service representative, if needed.

Figure 3 below shows average daily call volume of Minnesota customers opting to speak to a customer service representative, which we note correlates with overall Xcel Energy call volume patterns. The highlighted boxes indicate our intended general customer service business hours.

**Figure 3: Average Daily Incoming Agent-Handled Call Volume (Minnesota)
General Customer Service, Electric Outage, Gas Emergency Phone Numbers**



There is a marked increase in call volume at 7:00 a.m. and a marked decrease in calls after 7:00 p.m., with sustained lower volume during the Monday through Friday overnight hours. The highest Saturday volumes are similarly contained in our intended 9:00 a.m. to 5:00 p.m. timeframe. We note that our Sunday call volumes represent just 3 percent of total agent-handled calls.

As we noted above, on average, customers calling our general customer service or outage and emergency numbers choose to use our IVR to get information or complete a transaction approximately 60 percent of the time, customers. These percentages vary based on the time of day and between weekdays and weekends, with weekend usage approximately 10 to 20 percent higher.

Figure 4 below shows our annual IVR utilization patterns for the 2014 to 2017 to-date timeframe.

Figure 4: Customer IVR Utilization – Minnesota
General Customer Service, Electric Outage, Natural Gas Emergency Numbers

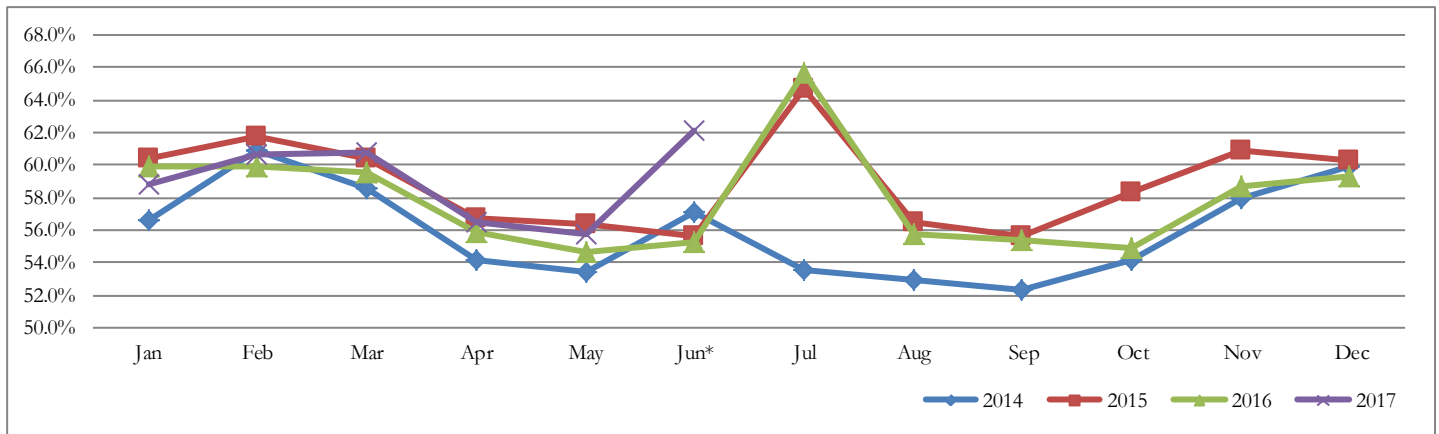


Figure 5 below shows customer IVR utilization during a typical weekday, which shows higher levels of utilization in the overnight, early morning, and late evening hours. This natural customer pattern of utilization aligns with our change in general customer service hours.

Figure 5: IVR Utilization Weekday Average
Monday through Friday

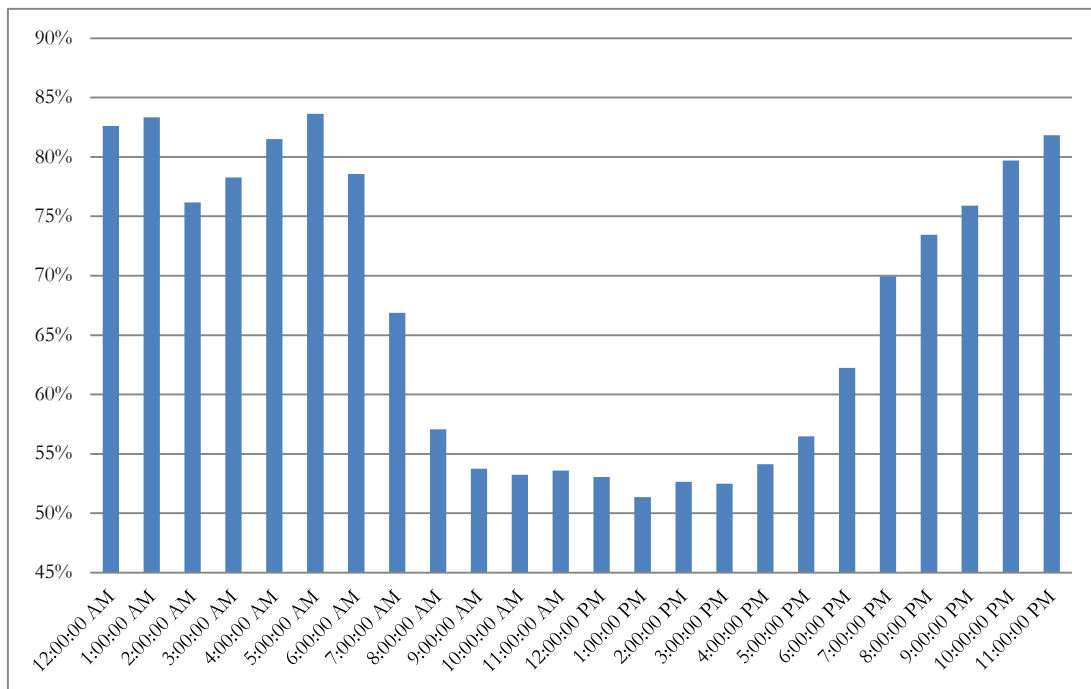
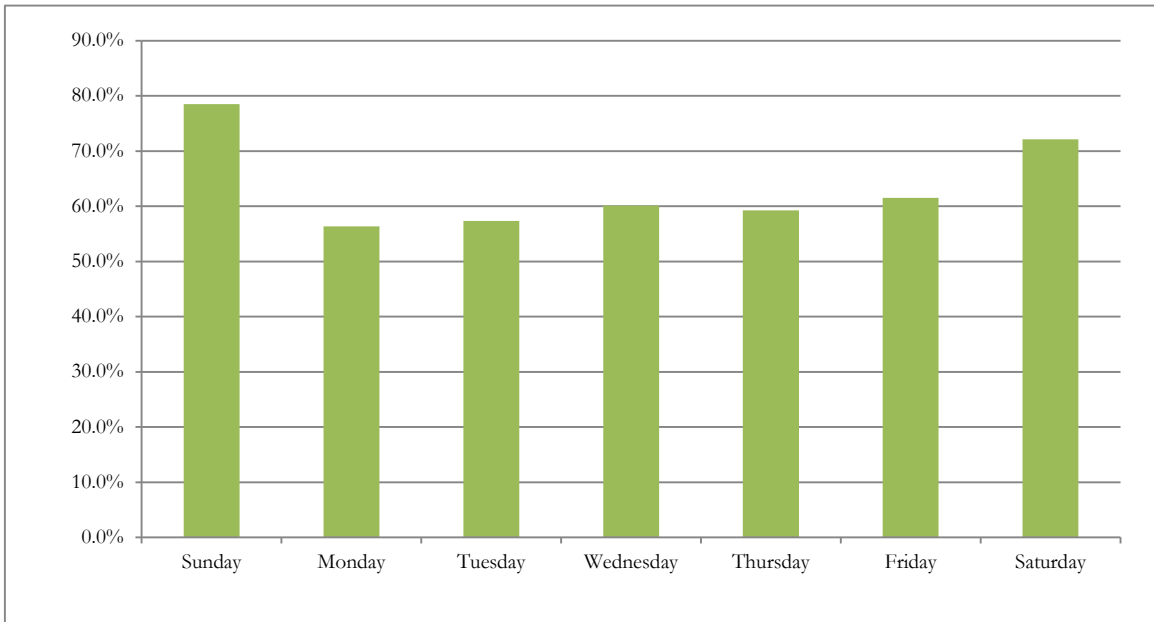


Figure 6 below shows average IVR use by day of the week – with Saturday and Sunday generally exceeding weekday utilization, again aligning with our change in general customer service hours.

Figure 6: Average IVR Utilization by Day of Week



Customers calling for electric or natural gas outages and emergencies will continue to have access to customer service representatives. For all other inquiries, IVR will remain available to customers 24/7, as will xcelenergy.com, My Account, and the Xcel Energy mobile app.

E. This Change is Consistent with Industry Trends

In early 2017, we conducted informal benchmarking with a group of peer utilities to understand existing call center business hours and trends that might be underway. All are investor-owned, have similarly-sized contact center operations, and are industry leaders in customer satisfaction and loyalty – and the majority were combination electric and natural gas utilities. In summary, only 14 percent are operating 24/7 for general customer service and have no plans to change that aspect of their operations. One utility currently operating 24/7 was in the process of moving away from that schedule. All of the utilities operate 24/7 for emergency-related calls, consistent with our plan – and all also indicated a trend of customers increasingly using digital channels.

F. Implementation

In this section, we discuss the operational and customer education aspects of our plan – and how the Commission will maintain transparency and oversight over our service quality.

1. *Operational and Customer Transition*

Overall, we will need approximately 90 days in advance of the effective date of the change to our business to implement it both operationally and in terms of informing our customers. Operationally, we have already begun communicating this change to our customer care employees and started shifting customer service representatives from phone to digital channel support. We have committed to provide our customer service representatives advance notice of their new work schedules, so they have time to make any needed adjustments in their personal lives. We expect to begin developing the new schedules about 90 days in advance of implementation – finalizing and communicating the schedules approximately 60 days in advance of our change to the new business hours.

We will start communicating the change to customers approximately 30 days in advance of the effective date. In summary, our pre-implementation communications will be to customers opting to speak to a representative during what will be our emergency-only hours, who will hear a message regarding the upcoming change in hours before being routed to the representative. Similarly, our representatives interacting with customers in the late evening, overnight, and early morning emergency-only hours will be told about the upcoming change in our general customer service business hours.

In determining our customer communication plan, we considered the data underlying our decision to modify our general customer service business hours to guide our communication efforts. As we have noted, approximately 90 percent of our total call volume is during our updated general business hours. We therefore concluded that broader messaging mechanisms such as bill messages and on-hold messaging to *all* customers would be a distraction for the overwhelming majority of customers – and targeted messaging to the less than 10 percent of customers currently using representative-level service outside of the updated hours would be more impactful.

Upon implementation, we will update all sources that contain our business hours (phone directories, social media, customer bill statements, customer correspondence, etc.) to reflect the new emergency/non-emergency distinction in our business hours. So, customers looking for our contact information will have ready access to our hours of operation.

2. *Operational Efficiencies Will Occur Over Time*

Our move to more focused general customer service business hours will create some scheduling efficiencies over time resulting in reduced hiring, and thus lower training costs. Initially, we will be reassigning representatives from lower call volume, less efficient times, to support our customers better during the times they prefer to call. This means we will increase staffing in the core general service hours, and increase the size of our Correspondence team, who interact with customers digitally. Over time, however, we anticipate this change will reduce the number of representatives we will need. The efficiencies are not expected to be significant. We estimate they will be in the range of \$100,000 to \$130,000 per year for Minnesota starting in 2018.

3. *Commission Oversight into our Service Remains Consistent*

The Commission will continue to have transparent oversight into our service through our annual service quality reports under Minn. R. 7826.1300 to 7826.1900, our annual natural gas service quality reporting in compliance with the Commission's August 26, 2010 Order in Docket No. G999/CI-09-409, and our annual reporting under our Quality of Service Tariff as prescribed in Docket No. E,G002/CI-02-2034. The Commission will also continue to receive annual complaint reports under Minn. R. 7826.2000.

Upon Commission approval of this change to our tariffs, we will make the necessary changes to our service quality reporting calculations to correspond with our new business hours. Before proposing these changes, we reviewed our service quality requirements to determine whether the change to our business hours would impact the manner in which our Telephone Response Time would be calculated and measured. Based on our review, we believe the changes will be minor because nearly all aspects of the calculations will remain the same. The call center/business office phone numbers included in the metric remain the same; customer call routing remains the same; and our Credit, outage, and emergency business hours remain the same. Therefore, the only change is to our business hours for non-outage/non-emergency call types.

This change to our business hours is in the public interest because it reasonably maintains service to customers, better aligns the Company's resources with customers' channels of choice, and the Commission retains transparency and oversight of the Company's service to customers through ongoing annual reporting of our service quality.

G. Proposed Tariff Sheets

We provide all impacted Tariff Sheets resulting from this change to our business hours as Attachments A-L and P-Q, which includes our customer bill templates, bill backers, and an update to our Company contact information.

To aid review of our proposed changes, we have provided a redline and clean PDF of each bill backer and bill image template – in addition to the actual redline and clean Tariff Sheets. The redline PDFs call-out each change with use of boxes to highlight the changes.

On the bill image templates, we note that we have included changes to more than our business hours, as shown in Attachments E-J. In summary, we believe these additional changes improve customer readability and more appropriately represent generic customer bill templates.

We summarize all proposed tariff changes associated with our change in business hours in Table 1 below.

Table 1: Summary of Attachments – Change in Business Hours

	Attachment Description	Summary of Change(s)
A	Standard Bill Backer (redline and clean)	Revised Business Hours
B	Disconnection Backer (redline and clean)	Revised Business Hours
C	Tariff Sheets (Electric) Standard & Disconnection Bill Backer (redline and clean)	<i>Actual Electric Tariff Sheets</i> containing the change noted for Atts A-B
D	Tariff Sheets (Gas) Standard & Disconnection Bill Backer (redline and clean)	<i>Actual Natural Gas Tariff Sheets</i> containing the change noted for Atts A-B
E	Standard Bill image (Electric) (redline & clean)	<ul style="list-style-type: none"> • Revised Business Hours • Updated terminology for the customer’s account information, calling the address <i>Service</i> Address rather than the <i>Mailing</i> address • Genericize the “Information About Your Bill” on pp 1&3 • Remove/Add bolding • Add common “Affordability Chrg” to Electricity Charges
F	Standard Bill image (Gas) (redline & clean)	<ul style="list-style-type: none"> • Revised Business Hours • Updated terminology for the customer’s account information, calling the address <i>Service</i> Address rather than the <i>Mailing</i> address. • Genericize the “Information About Your Bill” on pp 1&3 • Remove/Add bolding
G	Automatic Payment Plan (APP) Bill image (Electric) (redline & clean)	<ul style="list-style-type: none"> • Revised Business Hours • Updated terminology for the customer’s account information, calling the address <i>Service</i> Address rather than the <i>Mailing</i> address. • Genericize the “Information About Your Bill” on pp 1&3 • Remove/Add bolding • Add common “Affordability Chrg” to Electricity Charges • Changed payment terminology from <i>eBill</i> to <i>Auto Pay</i>
H	Automatic Payment Plan (APP) Bill image (Gas)	<ul style="list-style-type: none"> • Revised Business Hours

	(redline & clean)	<ul style="list-style-type: none"> • Updated terminology for the customer’s account information, calling the address <i>Service Address</i> rather than the <i>Mailing</i> address • Genericize the “Information About Your Bill” on pp 1&3 • Remove/Add bolding • Changed payment terminology from <i>eBill</i> to <i>Auto Pay</i>
I	Reminder Bill image (Electric) (redline & clean)	<ul style="list-style-type: none"> • Revised Business Hours • Updated terminology for the customer’s account information, calling the address <i>Service Address</i> rather than the <i>Mailing</i> address • Genericize the “Information About Your Bill” on pp 1&3 • Remove/Add bolding • Add common “Affordability Chrg” to Electricity Charges
J	Reminder Bill image (Gas) (redline & clean)	<ul style="list-style-type: none"> • Revised Business Hours • Updated terminology for the customer’s account information, calling the address <i>Service Address</i> rather than the <i>Mailing</i> address • Genericize the “Information About Your Bill” on pp. 1&3 • Remove/Add bolding
K	Tariff Sheets (Electric) Standard/APP/ Reminder Bill images (redline & clean)	<i>Actual Electric Tariff Sheets</i> containing changes noted for Atts E, G, I
L	Tariff Sheets (Gas) Standard/APP/Reminder Bill images (redline & clean)	<i>Actual Natural Gas Tariff Sheets</i> containing changes noted for Atts F, H, J
P	Tariff Sheets (Electric) contact information (redline & clean)	<i>Actual Electric Tariff Sheets</i> <ul style="list-style-type: none"> • Revised Company Contact Information • Remove “24 hour” from Residential Customer Service
Q	Tariff Sheets (Gas) contact information (redline & clean)	<i>Actual Natural Gas Tariff Sheets</i> <ul style="list-style-type: none"> • Revised Company Contact Information • Remove “24 hour” from Residential Customer Service

We outline the specific tariff sheets for which we propose changes below:

Minnesota Electric Rate Book – MPUC No. 2

- | | |
|--|--|
| Section No. 2, Sheet No. 1, revision 4 | Section No. 8, Sheet No. 3.2, revision 1 |
| Section No. 8, Sheet No. 2, revision 4 | Section No. 8, Sheet No. 4, revision 4 |
| Section No. 8, Sheet No. 2.1, revision 1 | Section No. 8, Sheet No. 4.1, revision 1 |
| Section No. 8, Sheet No. 2.2, revision 1 | Section No. 8, Sheet No. 4.2, revision 1 |
| Section No. 8, Sheet No. 3, revision 4 | Section No. 8, Sheet No. 6.1, revision 2 |
| Section No. 8, Sheet No. 3.1, revision 1 | Section No. 8, Sheet No. 7, revision 8 |

Minnesota Natural Gas Rate Book – MPUC No. 2

- | | |
|--|--|
| Section No. 2, Sheet No. 1, revision 6 | Section No. 8, Sheet No. 3.2, revision 1 |
| Section No. 8, Sheet No. 2, revision 5 | Section No. 8, Sheet No. 4, revision 5 |
| Section No. 8, Sheet No. 2.1, revision 1 | Section No. 8, Sheet No. 4.1, revision 1 |
| Section No. 8, Sheet No. 2.2, revision 1 | Section No. 8, Sheet No.4.2, revision 1 |
| Section No. 8, Sheet No. 3, revision 5 | Section No. 8, Sheet No. 6.1, revision 2 |
| Section No. 8, Sheet No. 3.1, revision 1 | Section No. 8, Sheet No. 7, revision 910 |

VI. PLANNED OUTAGE COMMUNICATIONS VARIANCE REQUEST

The second change we propose is to the way in which we communicate *planned* outages to customers. A planned outage is an intentional interruption of electric power that we implement in order to perform work on our system. We seek to minimize these planned interruptions; however, some level of planned outages is inevitable. The Commission's Rules and our tariff prescribe the methods and timing of customer communications – requiring specific notification methods for all planned outages expected to last more than four hours. With this Petition, we are requesting a variance from these requirements in order to honor our customers' communication preferences.

A. Background

A planned service interruption, or planned outage, in the context we intend with this Petition is when we intentionally interrupt electric service to an individual or group of customers in order to perform work on our distribution system.⁴ Our operational practices are generally oriented around minimizing service interruptions to our customers and quickly restoring any service interruptions. So, as we design these projects for our system, we attempt to rely on system redundancies to avoid interrupting power to our customers. However, this is not always possible – and sometimes an outage to complete a particular project is necessary to ensure the safety of our employees and the public.⁵

We are obligated to provide safe, reliable electric service to our customers. As part of that, we are required by Minnesota Rules and our Tariff to notify each customer we expect to be impacted by certain planned electric service interruptions. While this is a requirement, we also understand that providing customers with proactive communication about their service fosters customer satisfaction, as it allows for our customers to plan for interruptions in their service. To that end, we have been implementing improvements to various aspects of our service to customers, including that associated with electric outages. In 2015, we implemented a substantial improvement that gives customers the option to receive proactive communications regarding outages – and the option for them to specify the channel in which they prefer to receive those communications.

⁴ Other “planned” interruptions of service may include refusal or discontinuance of service in accordance with the provisions of Minn. R. 7820.1000 through 7820.3000 and as described in Section 11 of the Company's Electric Rate Book, and/or when in the Company's judgment such curtailment or interruption will tend to prevent or alleviate a threat to the integrity of its power supply.

⁵ Our field crews may also require an outage even if it wasn't part of the project design, if they believe the project cannot be completed safely without the power being interrupted.

B. Meeting Customers in their Channel of Choice

In 2015, we developed a customer preferences center, where customers can choose how the Company contacts them for various issues, including outages. Additionally, after reporting or inquiring about a specific outage, we also give customers the option to opt-in to phone, email, or text notifications about the current outage, or all future outages impacting their homes or businesses. When reporting the outage electronically, we present the customer with a screen that says “update outage notification preferences,” “How would you like to receive your outage alerts?” or something similar, depending on the channel. Customers are presented similar options when reporting an outage via our IVR. In our preferences center, customers see the following:

Figure 7: Customer Preferences Center – Electric Outage Notifications

Electric Outages Notifications [Edit](#)

Outage Alerts
Notification of estimated restoration times/updates and when power has been restored.

Email
 Text/SMS
 Phone Home Phone Mobile Phone

Select the timeframe:
Any Time of Day

TERMS AND CONDITIONS

By selecting the text message option, you will receive multiple text message notifications from Xcel Energy related to outages in your area, your Xcel Energy bill or payments made to Xcel Energy. Message and data rates may apply. Message frequency depends on customer selections.

To cancel, text 'STOP' to 98936.
For Help, text 'HELP' to 98936 or call 800-895-4999.

Supported Carriers: AT&T, Sprint, Virgin Mobile, T-Mobile®, MetroPCS, U.S. Cellular®, Verizon Wireless. T-Mobile® is not liable for delayed or undeliverable messages.

[Cancel](#) [Save](#)

Since offering customers these options, approximately 500,000 Xcel Energy customers have opted-in – including approximately 150,000 Minnesota customers who have expressed a preference for phone, email, or text communication regarding outages. We are requesting approval to also apply these preferences to notifications regarding planned outages.

C. Proposed Change

The Commission’s Rule and our Tariff prescribe communication expectations for outages lasting more than four hours and those lasting more than 20 minutes. The approval we seek is to apply customer-specified outage communication preferences to the methods required for outages lasting four or more hours. We outline these requirements in Table 2 below – noting the communication method we are proposing to use if the Commission approves our requested variance.

Table 2: Planned Outage Communication Methods – Requirement and Proposed Variance

Expected Planned Outage Duration	Rule/Tariff Communication Requirement	Practice if Variance Approved
If > 4 hours, if feasible	Mailed notice 1 week in advance, and	Customer-expressed method (phone, email, or text). In absence of customer preference, apply Rule/ Tariff method(s).
	Phone or door-to-door notice 12-72 hours in advance.	Customer-expressed method (phone, email, or text). In absence of customer preference, apply Rule/ Tariff method(s).

D. Industry Information

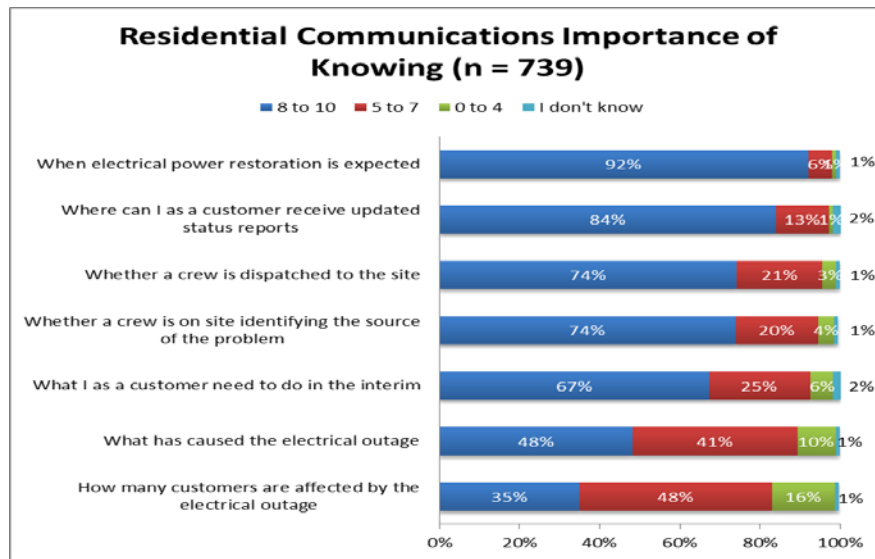
Planned outages are not typically a primary component of market research, so we are unable to readily point to industry practices with respect to associated customer communications. However, in 2014 we requested the third-party (Global Enterprise Managers or GEM) that we had engaged to help review our planned outage practices to also examine industry best practices. We provided the results of GEM’s efforts in this area in our December 9, 2014 status update in DOCKET NO. E,G002/CI-14-56, which we summarize below.

GEM conducted telephone interviews with eight U.S. electric utilities ranging in size from 240,000 to 4.9 million electric customers using a predefined list of questions to learn about their practices for planned outage customer notification. Utilities from the West, Midwest, and Mid-Atlantic regions of the country were interviewed, including three other Xcel Energy operating companies. GEM selected several of the eight electric utilities because they have high customer satisfaction rankings in J.D. Power industry surveys, even if they differed from the Company’s customer count or geographical location.

With respect to customer notification, most electric utilities surveyed at that time used a combination of automated telephone calls, letters or postcards, and door hangers or in-person customer field contact. Our practices aligned with these typical industry practices by using letters, automated telephone calls, and occasionally door hangers (with or without attempting to speak to the customer in person) for notification. GEM found that we met or exceeded industry best practices for planned outage customer notification. At that time there was no large-scale, regular use of email, text messages, or social media messaging for planned outage notification among the survey participants, although some utilities indicated they were expecting to begin using email and text messages as early as 2015.

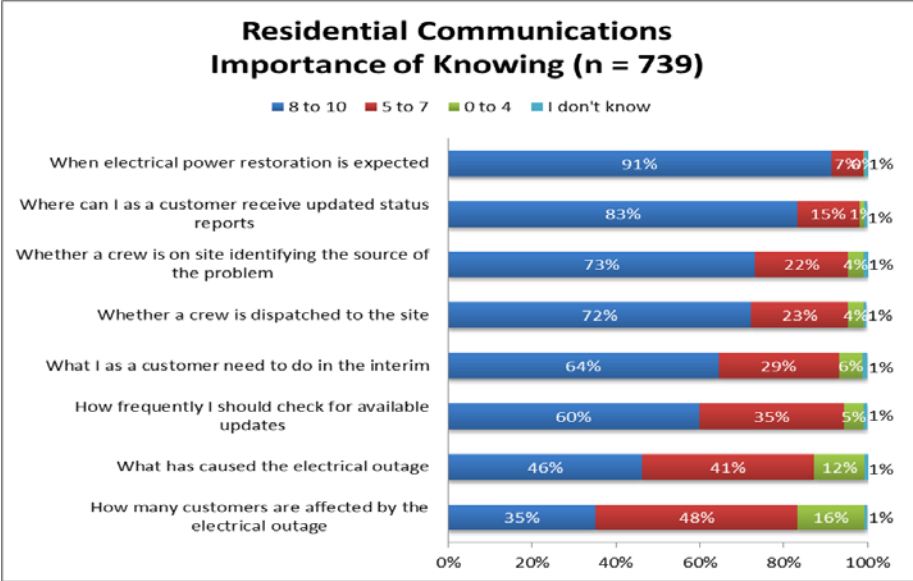
We may be able to draw corollaries between unplanned and planned outages from our most recent customer on reliability.⁶ In that study, customer communication expectations associated with “storm” and “non-storm” events were very similar; planned outage events would fit in the non-storm category. In both categories, information about the restoration time topped the list. We provide these survey results in Figures 8 and 9 below.

Figure 8: Residential Importance of Knowing – Non-Storm Events



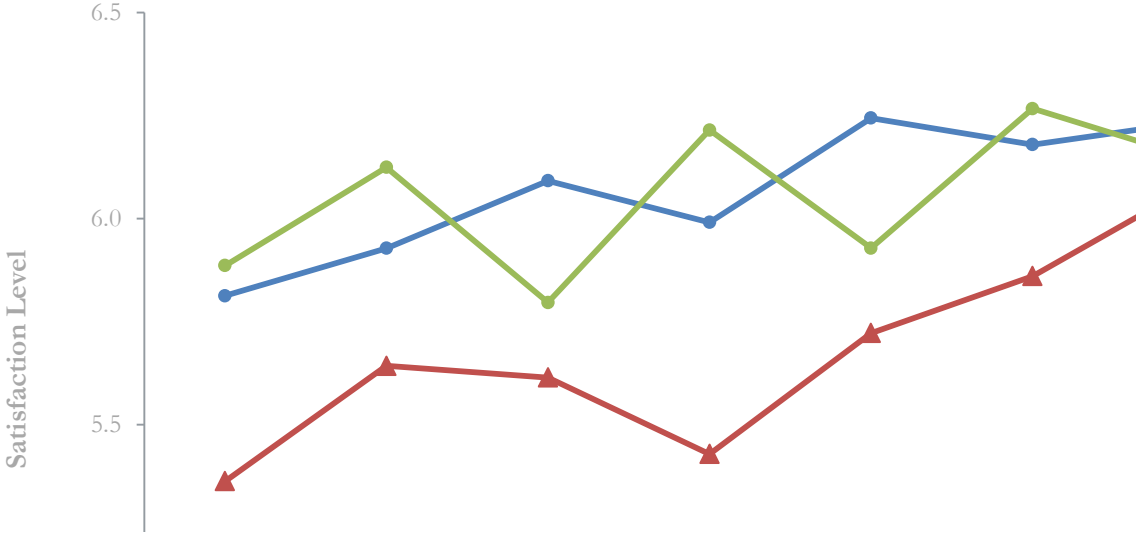
⁶ Service Quality Residential Customer Insights conducted by Vision Insights for Xcel Energy (July 2016).

Figure 9: Residential Importance of Knowing – Storm Events



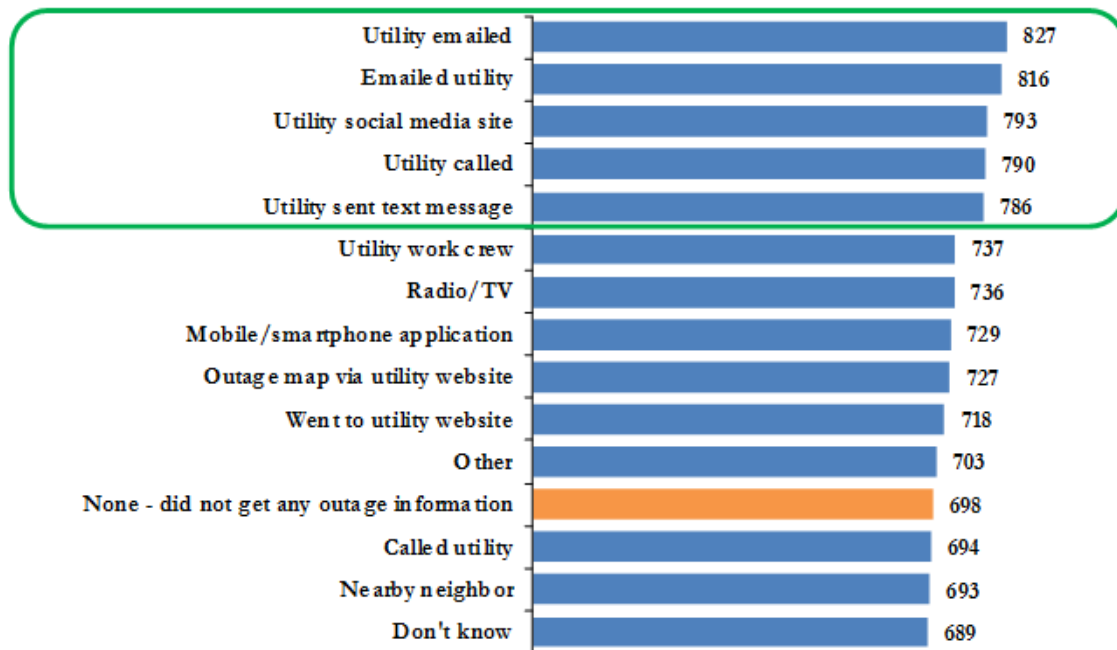
The research also revealed a positive trend in our customers’ satisfaction with our communications during outage events since implementing proactive communications and the customer preferences center in 2015, as shown in Figure 10 below.

Figure 10: Attribute Performance: Keep you Informed about Outage – Xcel Energy Operating Company Areas



Further, JD Power utility customer research results reinforce the importance of proactive communications from the utility, as shown in Figure 11 below.

Figure 11: Utility Customer Satisfaction Index Based on Information Source – JD Power



Survey Question: Which sources did you rely on to get information about your most recent outage?

Continuing to improve and refine our outage communications – including that of planned outages – is important to customers, and has a positive effect on satisfaction levels. We believe the change we propose in this petition – to honor our customers’ communication channel preferences for planned outage events – is an important component of that journey to increased customer satisfaction.

E. Applicable Law

Minn. R. 7826.0800 governs communications related to planned outages, and provides:⁷

7826.0800 CUSTOMER NOTICE OF PLANNED SERVICE INTERRUPTIONS. Utilities shall give customers the most effective actual notice possible of any planned service interruption expected to last longer than 20 minutes. **For any planned interruption expected to exceed four hours, the utility shall provide, if feasible, mailed notice one week in advance and notice by telephone or door-to-door household visits 12 to 72 hours before the interruption.** Planned service interruptions must be scheduled at times to minimize the inconvenience to customers. When planned service interruptions exceeding four hours are canceled, utilities shall notify, if feasible, the customers who received notice that service would be interrupted. **[Emphasis added]**

⁷ Our Tariff requirements (General Rules and Regulations, Section 6, 1st Revised Sheet No. 35, 6.4 Customer Notice of Planned Service Interruptions) are the same as the Rule.

Given the information presented here, we are seeking a variance from this Rule and an exception from our Electric Tariff to allow the Company to use customers' expressed communication preferences rather than the methods prescribed for outages lasting four or more hours, as summarized in Table 2 above.

Minn. R. 7829.3200, which provides criteria for a variance from the Commission's Rules, states:

- Subp. 1. The commission shall grant a variance to its rules when it determines that the following requirements are met:
 - A. enforcement of the rule would impose an excessive burden upon the applicant or others affected by the rule;
 - B. granting the variance would not adversely affect the public interest; and
 - C. granting the variance would not conflict with standards imposed by law.

As further discussed below, we believe that the facts presented here meet the criteria for a Rule variance.

F. Variance Request

We believe the criteria for variance established under Minn. R. 7829.3200 are met, which we discuss below.

1. Enforcement of the Rule Would Impose an Excessive Burden

Given that customers now have choices regarding how they prefer to receive information about outages affecting their homes or businesses, enforcement of Minn. R. 7826.0800 imposes an excessive burden on those customers opting-in to these communication channels. These customers have expressed a preference for phone, email or text communications for outage communications. Customers do not generally differentiate planned outages from unplanned outages, so applying their preferences to one type of outage and not the other would be confusing and burdensome on those customers.

2. Granting the Variance Does Not Adversely Affect the Public Interest

The public interest is not adversely affected by granting a variance to communicate planned outage events using the channels customers have opted into as a preference. Customers that have not expressed a channel preference for outage communications will continue to receive planned outage event notifications according to the Rule and our Tariff.

3. *Variance Does Not Conflict with Standards Imposed by Law*

We are not aware of any conflict with any standards imposed by law. The Commission's rules permit variances under circumstances such as those presented here.

In addition, the Commission has in the past approved a utility's request to vary its Rules when the variance is related to customer preferences. In a series of cases, the Commission has granted a variance to CenterPoint Energy (CPE) Minnesota Gas, allowing CPE to print a due date on its customers' bills that is more than five days prior to the next scheduled billing date to accommodate customers who participate in their Automated Bank Draft option and choose to have funds withdrawn from their bank account more than five days prior to the next billing cycle.⁸

In that granting CPE a six-year variance in that case, the Commission required CPE to provide information similar to the following, which we believe could be applied our variance request:

- Number of customers who opted-in to preferences,
- Of those customers, how many prefer each type of communication,
- The number of customers who change or cancel their preferences and stated reason, if known, and
- Number and nature of complaints with regard to receiving information in the preferred manner.

We propose to include this information as part of our existing annual electric and natural gas service quality reporting, which occurs each April 1 and May 1, which will increase transparency into our customer communication preferences.

In summary, approving our request for a four-year variance from Minn. R. 7826.0800 and our Customer Notice of Planned Service Interruptions Tariff is in the public interest.

VII. EBILL AND EBILL PAYMENT TERMS OF USE

The final change we propose is minor modifications to the eBill and eBill Payment

⁸ *In the Matter of the Petition of CenterPoint Energy Minnesota Gas for Approval of a Variance from Minnesota Rule 7820.5300 Determination of Delinquency related to its Automatic Bank Draft Plan for Customer-Selected Due Dates*, Docket No. G-008/M-15-397 (June 22, 2015) (granting a six year variance to the above referenced rule and citing two previous CenterPoint Energy cases, Dockets No. G-008/M-05-603 and G-008/M-09-769, where the Commission made similar determinations).

Terms of Use tariff contained in our Natural Gas and Electric Rate Books to make a text option available to customers to receive program communications. Customers enrolling in eBill and eBill Payment are choosing to participate in an electronic service, so it is expected that program communications will be electronic. However, the Terms of Use currently specifically refer to “email” and an electronic “mail address.” We propose to add the option for customers to receive program-related communications via text. Customers will be able to later opt-out of text communications if they change their minds. However, consistent with the current Terms of Use, customers will not be able to opt-out of email communications, as some form of program notifications are necessary.

A. Summary of Proposed Changes

We summarize our proposed changes below, and provide redline and clean versions of the Terms of Use as Attachments M and N, respectively, and the redline and clean tariff sheets as Attachment O to this petition:

5. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email and/or text message notifications through eBill when your Xcel Energy bill is issued, depending on the method of communication you choose. These bill ready notifications will be sent to the email electronic address and/or phone number you provided to Xcel Energy. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not opt-out from email communications related to My Account. You may opt-out from text message communications related to My Account. You may sign in to My Account just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com. ~~Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail.~~

19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you ~~electronically to any electronic mail address you provide~~ via the communication method of your choosing (e.g., email and/or text message), or in any other manner permitted by law.

We believe expanding the forms of electronic communications to include text messaging is in our customers’ interests, and will allow the Company to honor our customers’ communication preferences long-term. The addition of a text message option will allow the Company to honor our customers’ communication preferences,

whether that is text or email. We respectfully request the Commission to approve our proposed changes.

B. Proposed Tariff Sheets

Similar to the summary we provided of the tariff changes for our change in business hours discussed in Section V of this petition, we summarize the tariff changes associated with the proposed changes to the eBill and eBill Payment Terms of Use in Table 3 below.

Table 3: Summary of Attachments – eBill/eBill Payment

	Attachment Description	Summary of Change(s)
M	eBill & eBill Payment Terms of Use (redline & clean)	Changes to Items 5 and 19
N	Tariff Sheets (Electric) eBill & eBill Payment (redline & clean)	<i>Actual Electric Tariff Sheets</i> containing changes noted for Att M
O	Tariff Sheets (Gas) eBill & eBill Payment (redline & clean)	<i>Actual Natural Gas Tariff Sheets</i> containing changes noted for Att M

We outline the specific tariff sheets for which we propose changes below:

Minnesota Electric Rate Book – MPUC No. 2

- Section No. 7, Sheet No. 70, revision 2
- Section No. 7, Sheet No. 77, revision 2

Minnesota Natural Gas Rate Book – MPUC No. 2

- Section No. 7, Sheet No. 51, revision 2
- Section No. 7, Sheet No. 55, revision 2

VIII. RDF RIDER DESCRIPTION CHANGE

Finally, we propose modifications to the description of the RDF on our Standard Bill Back to reflect a 2017 Minnesota legislative session outcome that modified the purposes for which RDF funds may be expended. The legislative changes were approved in 2017 Session Law Chapter 94, Article 10, Section 3 and are now codified in Minn. Stat. § 116C.779 subd. 1(j).⁹ In summary, the legislature kept the purpose to stimulate research and development of renewable electric energy technologies, omitted the other three purposes of the RDF funding, and added two others: (1) to encourage grid modernization; and, (2) to stimulate other innovative energy projects that reduce demand and increase system efficiency and flexibility.

⁹See <https://www.revisor.mn.gov/laws/?id=94&year=2017&type=0>

The RDF Rider, along with other Riders, is described on the back of our customer bills, which is contained in our Electric and Natural Gas Rate Books. Therefore, a tariff change is necessary to modify the description. We propose the following change to implement the 2017 legislative session changes:

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 grid modernization, and other projects that increase system efficiency.

We provide redline and clean versions of the Standard Bill Backer containing this change as Attachment A, and the redline and clean tariff sheets as Attachments C and D to this petition. The legislative change was effective July 1, 2017. We intend to implement the change to our bill backer upon Commission approval of this aspect of this petition.

IX. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

No change to Xcel Energy revenue is expected as a result of the operational changes discussed in this Petition. The goal of this filing is to make changes to our tariffs and obtain a variance from the Commission's Rules in order to implement operational changes intended to efficiently meet our customers' changing communications preferences.

CONCLUSION

Xcel Energy respectfully requests that the Commission:

- Approve our proposed changes to the tariffs contained in our Natural Gas and Electric Rate Books associated with the change in our non-emergency business hours,
- Approve a four-year variance to Minn. R. 7826.0800 and an exception from the Customer Notice of Planned Service Interruptions tariff provision in our Electric Rate book tariff to allow our use of customer-expressed communication preferences for planned outages,
- Approve our proposed changes to the eBill and eBill Payment Terms of Use tariff contained in our Natural Gas and Electric Rate Books to make a text option for customers to receive the associated electronic program communications, and
- Approve our proposed changes to the RDF Rider description contained in our Natural Gas and Electric Rate Books.

Dated: July 14, 2017

Northern States Power Company

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY FOR
APPROVAL OF TARIFF MODIFICATIONS
AND A VARIANCE FROM COMMISSION
RULES TO IMPLEMENT CUSTOMER-
DRIVEN OPERATIONAL CHANGES AND
OTHER TARIFF CHANGES

DOCKET NO. E,G002/M-17-_____

PETITION

SUMMARY OF FILING

Please take notice that on July 14, 2016, Northern States Power Company, doing business as Xcel Energy, filed with the Minnesota Public Utilities Commission a Petition seeking approval of three changes driven by customer preferences: (1) revisions to certain Tariffs necessary to implement a change in the Company's general customer service business hours; (2) a variance from Minn. R. 7826.0800 and an exception from the Company's Customer Notice of Planned Service Interruptions Tariff, in order to communicate planned outages via the communication channels customers have expressed as their preference, rather than using U.S. Mail and phone as prescribed in the Rule and Tariff; and, (3) approval of minor revisions of its eBill and eBill Payment Terms of Use tariff that will allow participants to elect to receive program communications via text, rather than just via email. The Company additionally seeks approval of changes to the description of the Renewable Development Rider on its Standard Bill Back contained in its Natural Gas and Electric Rate Books due to a 2017 Minnesota legislative outcome that modified Minn. Stat. § 116C.779 subd. 1(j).

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment A

**Standard Bill Backer
Redline & Clean**

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service:*	800.895.4999	24 hours, 7 days a week
Business Solutions Center:*	800.481.4700	8 a.m. – 5 p.m., Mon.–Fri.
TTD/TTY	800.895.4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

*Register any inquiry or complaint at the above.

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.

7 a.m.-7 p.m., Mon.-Fri.
9 a.m.-5 p.m., Sat.

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 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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 – <http://mn.gov/puc/>.

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 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.

Decoupling Adjustment

A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the percentage of each of these two customer classes.

Demand Charge

Charge to commercial and industrial customers for the fixed costs of the system 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.

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, State Energy Policy, and other projects that increase system efficiency.

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 *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, 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 800.895.4999.
- **Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- **Bank 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** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service:*	800.895.4999	7 a.m.–7 p.m., Mon.–Fri. 9 a.m.–5 p.m., Sat.
Business Solutions Center:*	800.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	800.895.4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

*Register any inquiry or complaint at the above.

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 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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 – <http://mn.gov/puc/>.

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 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.

Decoupling Adjustment

A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.

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.

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 research and development of renewable energy technologies, grid modernization, and other projects that increase system efficiency.

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

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.

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

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Charge per therm

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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.

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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 *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, 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 800.895.4999.
- **Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- **Bank 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** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment B

**Disconnection Bill Backer
Redline & Clean**

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service*:	800.895.4999	24 hours, 7 days a week
Business Solutions Center*:	800.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	800.895.4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

*Register any inquiry or complaint at the above.

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.

7 a.m.-7 p.m., Mon.-Fri.
9 a.m.-5 p.m., Sat.

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—800.657.3782
<http://mn.gov/puc/>

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—877.245.6685
<http://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—800.332.1782
<http://puc.sd.gov/>

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Call Before You Dig	811	24 hours, 7 days a week

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Eau Claire, WI 54702-0008
xcelenergy.com

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<http://psc.nd.gov/>

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Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment C

Tariff Sheets (Electric)
Standard & Disconnection Bill Backer
Redline & Clean

DISCONNECTION NOTICE BILL (Continued)

Section No. 8

~~1st~~^{2nd} Revised Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service*	800.895.4999	24 hours, 7 days a week
Business Solutions Center.*	900.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	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.

GOVERNING REGULATORY AGENCIES

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<http://mn.gov/puc/>

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—877.245.6685
<http://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—800.332.1782
<http://puc.sd.gov/>

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

Standard Payment Options: (No fees apply)

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- **Bank 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 800.895.4999.
- **Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

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Date Filed: ~~03-02-17~~ 07-14-17

By: Christopher B. Clark

Effective Date: ~~06-29-17~~

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-179

Order Date: ~~06-29-17~~

DISCONNECTION NOTICE BILL (Continued)

Section No. 8

~~1st~~^{2nd} Revised Sheet No. 6.1

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service:*	800.895.4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center:*	800.481.4700	8 a.m.-5 p.m., Mon.-Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TDD/TTY	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.

7 a.m.-7 p.m., Mon.-Fri.
9 a.m.-5 p.m., Sat.

C

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—800.657.3782
<http://mn.gov/puc/>

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<http://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—877.245.6685
<http://psc.nd.gov/>

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

Standard Payment Options: (No fees apply)

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- **Pay By Phone** — Make your payment by phone from your checking or savings account by calling 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** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
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Date Filed: ~~03-02-17~~ 07-14-17

By: Christopher B. Clark

Effective Date: ~~06-29-17~~

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-179

Order Date: ~~06-29-17~~

DISCONNECTION NOTICE BILL (Continued)

Section No. 8
2nd Revised Sheet No. 6.1

IMPORTANT PHONE NUMBERS

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Business Solutions Center:*	800.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	800.895.4949	24 hours, 7 days a week
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Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
xcelenergy.com	Please include stub for faster processing.

C

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

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Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8

~~7th~~^{8th} Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	800.895.4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*	800.461.4700	8 a.m. – 5 p.m., Mon.–Fri.	Eas Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TDD/TTY	800.895.4949	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.
Gas Before You Dig	811	24 hours, 7 days a week		

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GENERAL INFORMATION

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Environmental Information
 Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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.

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.

Decoupling Adjustment
 A credit or surcharge to residential and non-demand business customers that equalizes the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.

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.

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 standing 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 *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)

- My Account/Bill/Mobile App** — View/pay your bill electronically, 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 800.895.4999.
- Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- Bank 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** — Pay with your credit or debit card electronically in My Account/Bill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount

Date Filed: 03-02-17⁰⁷⁻¹⁴⁻¹⁷

By: Christopher B. Clark

Effective Date: 06-29-17

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Order Date: 06-29-17

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8

7th~~8th~~ Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service**	800.895.4999	24 hours, 7 days a week	PO Box 8	PO Box 5477
Business Solutions Center**	800.481.4700	8 a.m. – 5 p.m., Mon.–Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-5477
TTY/DD/TTY	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.

**7 a.m.-7 p.m., Mon.-Fri.
9 a.m.-5 p.m., Sat.**

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 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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 – <http://mn.gov/puc/>.

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 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.

Decepting Adjustment
A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the ratio of sales to fixed costs of these two customer classes.

Demand Charge
Charge to commercial and industrial customers for the fixed costs of the system 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.

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
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.

grid modernization, and other projects that increase system efficiency

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 *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)

- My Account/Bill/Mobile App** — View/pay your bill electronically, 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 800.895.4999.
- Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- Bank 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** — Pay with your credit or debit card electronically in My Account/Bill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount

Date Filed: **03-02-17**

By: Christopher B. Clark

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President, Northern States Power Company, a Minnesota corporation

Docket No. **E,G002/M-17-179**

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STANDARD BILLING FORM BACK

Section No. 8
 8th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS		
Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service*:	800.895.4999	7 a.m.–7 p.m., Mon.–Fri. 9 a.m.–5 p.m., Sat.
Business Solutions Center*:	800.481.4700	9 a.m.–5 p.m., Mon.–Fri.
TDD/TTY:	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 PO Box 8 Eau Claire, WI 54702-0008 xcelenergy.com	Xcel Energy PO Box 9477 Minneapolis, MN 55494-9477 Please include stub for faster processing.

*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.	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 - http://mn.gov/puc .
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 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.
Environmental Information Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800.895.4999 or online at xcelenergy.com . You can also contact the Minnesota Department of Commerce at http://mn.gov/commerce/ or the Minnesota Pollution Control Agency at https://www.pca.state.mn.us/quick-links/electricity-and-environment .	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 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 two 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 research and development of renewable energy technologies, grid modernization, and other projects that increase system efficiency.
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.
Decoupling Adjustment A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.	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.
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.	State Energy Policy Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.
Energy Charge Charge per kWh of electricity usage to recover the variable costs of producing energy.	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 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.
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 <i>Learn more at xcelenergy.com/payment</i>	
Standard Payment Options: (No fees apply) <ul style="list-style-type: none"> My Account/Bill/Mobile App — View/pay your bill electronically, 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 800.895.4999. Pay By Mail — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage. Bank 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.) <ul style="list-style-type: none"> Credit/Debit Card Payment — Pay with your credit or debit card electronically in My Account/Bill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment. Pay Stations — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station. <i>Learn more at xcelenergy.com/MyAccount</i>

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President, Northern States Power Company, a Minnesota corporation

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Order Date:

Tariff Sheets (Gas)
Standard & Disconnection Bill Backer
Redline & Clean

MINNESOTA GAS RATE BOOK - MPUC NO. 2

DISCONNECTION NOTICE BILL (Continued)

Section No. 8

~~1st~~^{2nd} Revised Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service*:	800.895.4999	24 hours, 7 days a week
Business Solutions Center*:	800.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	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.

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—800.657.3782
<http://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—877.245.6685
<http://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—800.332.1782
<http://puc.sd.gov/>

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

Standard Payment Options: (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, view energy usage and access account information.
- **Auto Pay** — Automatically pay your bill directly from your bank account.
- **Bank 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 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** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.
- **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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DISCONNECTION NOTICE BILL (Continued)

Section No. 8

~~1st~~^{2nd} Revised Sheet No. 6.1

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*:	800.895.4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*:	800.481.4700	8 a.m.-5 p.m., Mon.-Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TTD/TTY	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.

7 a.m.-7 p.m., Mon.-Fri.
9 a.m.-5 p.m., Sat.

C

GOVERNING REGULATORY AGENCIES	
<p>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—800.657.3782 http:// mn.gov/puc/</p> <p>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—877.245.6685 http:// psc.nd.gov/</p>	<p>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—800.332.1782 http:// puc.sd.gov/</p>

PAYMENT OPTIONS <i>Learn more at xcelenergy.com/payment</i>	
<p>Standard Payment Options: (No fees apply)</p> <ul style="list-style-type: none"> • My Account/eBill/Mobile App — View/pay your bill electronically, view energy usage and access account information. • Auto Pay — Automatically pay your bill directly from your bank account. • Bank 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 800.895.4999. • Pay By Mail — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage. 	<p>Other Payment Options (Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)</p> <ul style="list-style-type: none"> • Credit/Debit Card Payment — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment. • Pay Stations — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station. • 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: ~~03-02-17~~ 07-14-17 By: Christopher B. Clark Effective Date: ~~06-29-17~~

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-179 Order Date: ~~06-29-17~~

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8

~~9th~~10th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service*	800.895.4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center*	800.461.4700	8 a.m. – 5 p.m., Mon. – Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
Toll/TTY	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 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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.

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.

Discounting Adjustment
 A credit or surcharge to residential and non-demand business customers that supplements the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.

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.

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 rate 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 *Learn more at xcelenergy.com/payment*

Standard Payment Options: (No fees apply)

- My Account/Bill/Mobile App** — View/pay your bill electronically, 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 800.895.4999.
- Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- Bank 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** — Pay with your credit or debit card electronically in My Account/Bill/Mobile App, or by calling 888.747.1523. A processing fee is charged for each credit/debit card payment.
- Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount

Date Filed: 03-02-1707-14-17

By: Christopher B. Clark

Effective Date: 06-29-17

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-479

Order Date: 06-29-17

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8

9th 10th Revised Sheet No. 7

IMPORTANT PHONE NUMBERS			IMPORTANT ADDRESSES	
Electric Emergencies:	800.895.1999	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
Residential Customer Service**	800.895.4999	24 hours, 7 days a week	PO Box 8	PO Box 9477
Business Solutions Center**	800.481.4700	8 a.m. – 5 p.m., Mon.–Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TDD/TTY	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.

**7 a.m.-7 p.m., Mon.-Fri.
9 a.m.-5 p.m., Sat.**

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 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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 – <http://mn.gov/puc/>.

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 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.

Decoupling Adjustment
A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the difference between actual and forecast sales.

Demand Charge
Charge to commercial and industrial customers for the fixed costs of the system 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.

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
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.

grid modernization, and other projects that increase system efficiency

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.

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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.

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Date Filed: 03-02-1707-14-17

By: Christopher B. Clark

Effective Date: 06-29-17

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-179

Order Date: 06-29-17

MINNESOTA GAS RATE BOOK - MPUC NO. 2

DISCONNECTION NOTICE BILL (Continued)

Section No. 8
2nd Revised Sheet No. 6.1

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800.895.1999	24 hours, 7 days a week
Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
Residential Customer Service:*	800.895.4999	7 a.m.–7 p.m., Mon.–Fri. 9 a.m.–5 p.m., Sat.
Business Solutions Center:*	800.481.4700	8 a.m.–5 p.m., Mon.–Fri.
TTD/TTY	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.

C

*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—800.657.3782
<http://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—800.332.1782
<http://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—877.245.6685
<http://psc.nd.gov/>

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

Standard Payment Options: (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, view energy usage and access account information.
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- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.
- **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: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD BILLING FORM BACK

Section No. 8
 10th Revised Sheet No. 7

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Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week	Xcel Energy	Xcel Energy
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Business Solutions Center*	800.461.4700	8 a.m. – 5 p.m., Mon.–Fri.	Eau Claire, WI 54702-0008	Minneapolis, MN 55484-9477
TTY/TTY	800.895.4949	24 hours, 7 days a week	xcelenergy.com	Please include stub for faster processing.
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Environmental Information
 Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800.895.4999 or online at xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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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.

Deceptive Adjustment
 A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.

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.

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 research and development of renewable energy technologies, grid modernization, and other projects that increase system efficiency.

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®
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Heat Content Adjustment
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Resource Adjustment
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 Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

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

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- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment E

**Standard Bill Image (Electric)
Redline & Clean**



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		\$00.00

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

Call Mon - Fri 7 a.m. -7 p.m. or Sat 9 a.m. -5 p.m.

INFORMATION ABOUT YOUR BILL

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit **MyAccount.xcelenergy.com** today.

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT



JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
NEXT READ DATE: MM/DD/YY

Added bold type

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

Affordability Chrg **\$00.00**

CUSTOMER MESSAGING

CUSTOMER MESSAGING



MAILING ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

SIGN UP FOR SAVER'S SWITCH®

Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage line costs and __% to the cost of local wires connected to your home.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
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Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

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Current Charges			\$00.00

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Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

INFORMATION ABOUT YOUR BILL

Thank you for your payment.



RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.

Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT



JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	- \$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Affordability Chrg				\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage line costs and __% to the cost of local wires connected to your home.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

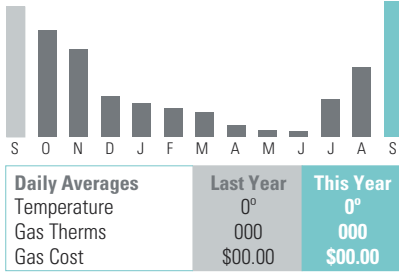
Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment F

Standard Bill Image (Gas)
Redline & Clean



MAILING ADDRESS		ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000		51-1234567890-1		MM/DD/YYYY
		STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
		0123456789	MM/DD/YYYY	\$00.00

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD	000 Therms	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	-\$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



Call Mon-Fri 7 a.m.-7 p.m. or Sat 9 a.m.- 5 p.m.

INFORMATION ABOUT YOUR BILL

~~**We noticed you haven't signed up online...**~~

~~We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com~~

~~Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.~~

Thank you for your payment.

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ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

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NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
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28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT



JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING



MAILING ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

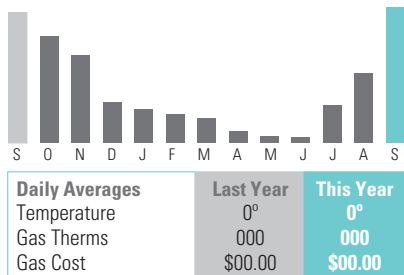
CUSTOMER MESSAGING

CUSTOMER MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD	000 Therms	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

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 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
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 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

INFORMATION ABOUT YOUR BILL

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RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

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NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000

NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890

INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.



CUSTOMER
MESSAGING



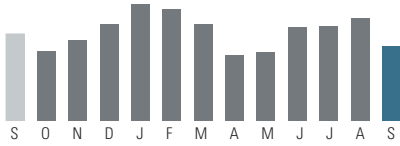
CUSTOMER
MESSAGING

**Automatic Payment Plan (APP)
Bill Image (Electric)
Redline & Clean**



MAILING ADDRESS		ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000		51-1234567890-1	MM/DD/YYYY
STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
0123456789	MM/DD/YYYY	\$00.00	

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Current Charges	Deleted bold type	\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	eBill MM/DD	- \$00.00 CR
Balance Forward	Auto Pay	\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

~~Call 24 hours a day, 7 days a week~~
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

Call Mon-Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

INFORMATION ABOUT YOUR BILL

~~For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.~~

~~Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit **MyAccount.xcelenergy.com** today.~~

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
NEXT READ DATE: MM/DD/YY

Added bold type

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00
Affordability Chrg				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



MAILING ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

INFORMATION ABOUT YOUR BILL

~~April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.~~

SIGN UP FOR SAVER'S SWITCH®

~~Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?~~

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage costs and __% to the cost of local wires connected to your home.

CUSTOMER MESSAGING

CUSTOMER MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

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 EAU CLAIRE WI 54702-0008

INFORMATION ABOUT YOUR BILL

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
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90 FP 1 B 1 1 A 10061 10061 **5 DGT



JOHN E. CUSTOMER, MARTHA W. CUSTOMER
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 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	- \$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Affordability Chrg				\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage line costs and __% to the cost of local wires connected to your home.



CUSTOMER MESSAGING



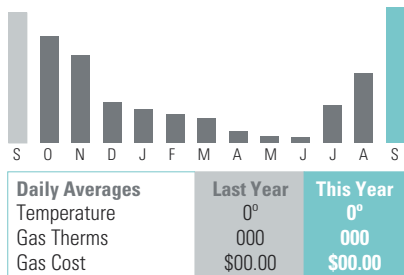
CUSTOMER MESSAGING

Automatic Payment Plan (APP)
Bill Image (Gas)
Redline & Clean



MAILING ADDRESS		ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000		51-1234567890-1	MM/DD/YYYY
STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
0123456789	MM/DD/YYYY	\$00.00	

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	eBill MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

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Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

INFORMATION ABOUT YOUR BILL

~~Upgrade to online account management. Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit **MyAccount.xcelenergy.com** today.~~

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING



MAILING ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

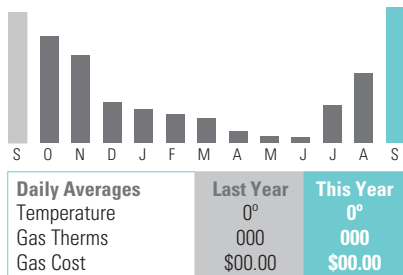
CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD	000 Therms	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

INFORMATION ABOUT YOUR BILL

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
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 ANY CITY, MN 00000-0000



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



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000

NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890

INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

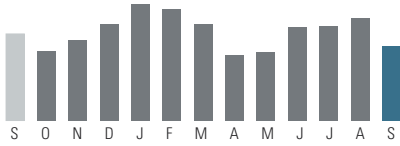
Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment I

**Reminder Bill Image (Electric)
Redline & Clean**



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Current Charges	Deleted bold type	\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	eBill MM/DD	- \$00.00 CR
Balance Forward	Auto Pay	\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

~~Call 24 hours a day, 7 days a week~~
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

Call Mon-Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

INFORMATION ABOUT YOUR BILL

~~For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.~~

~~Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit **MyAccount.xcelenergy.com** today.~~

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
NEXT READ DATE: MM/DD/YY

Added bold type

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00
Affordability Chrg				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



MAILING ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

INFORMATION ABOUT YOUR BILL

~~April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.~~

SIGN UP FOR SAVER'S SWITCH®

~~Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?~~

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage costs and __% to the cost of local wires connected to your home.

CUSTOMER MESSAGING

CUSTOMER MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

INFORMATION ABOUT YOUR BILL

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000		Read Dates: MM/DD/YY - MM/DD/YY (00 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	- \$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Affordability Chrg				\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage line costs and __% to the cost of local wires connected to your home.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment J

**Reminder Bill Image (Gas)
Redline & Clean**



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

Your Account is Overdue – Please Pay Immediately

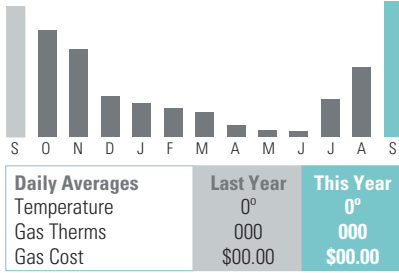
SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

Call 24 hours a day, 7 days a week

Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.- 5 p.m.

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

~~We noticed you haven't signed up online...~~

~~We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com~~

~~Upgrade to online account management: Sign up for My Account and eBill and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.~~

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.

Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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JOHN E. CUSTOMER, MARTHA W. CUSTOMER
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XCEL ENERGY
 P.O. BOX 9477
 MPLS, MN 55484-9477



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Your Account is Overdue – Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD	000 Therms	\$00.00
Non-Recurring Charges / Credits			\$00.00
Current Charges			\$00.00

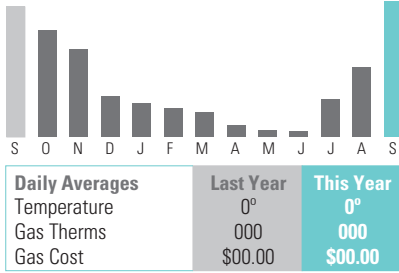
ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

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 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.–7 p.m. or Sat 9 a.m.–5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.

Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT



JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000



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



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000

NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890

INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1		MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment K


**Tarriff Sheets Standard/APP/Reminder
Bill Image (Electric)
Redline & Clean**

STANDARD CUSTOMER BILL


Section No. 8

~~3rd~~^{4th} Revised Sheet No. 2

PAGE 1 of 8



YOUR MONTHLY ELECTRICITY USAGE



QUESTIONS ABOUT YOUR BILL?
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 PO BOX 8
 EAU CLAIRE WI 54702-0008

ACCOUNT INFORMATION

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00


INFORMATION ABOUT YOUR BILL

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

We noticed you haven't signed up online...
 We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

Upgrade to online account management. Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.

RETURN BOTTOM PORTION OF YOUR BILLMENT PLEASE DO NOT DISCARD, TAP OR FOLD CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY

PAYMENT DUE						
MON	TUE	WED	THUR	FRI	SAT	SUN
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 A 10061 10061 *5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000


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

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(Continued on Sheet No. 8-2.1)

STANDARD CUSTOMER BILL

Section No. 8
 3rd4th Revised Sheet No. 2



YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

NORTHERN STATES POWER COMPANY PAGE 1 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?
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Thank you for your payment.



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 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

XCEL ENERGY
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003077310 00977701910003077310324

(Continued on Sheet No. 8-2.1)

Date Filed: 06-15-12 07-14-17 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E, G002/M-12-60817- Order Date: 11-05-12

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

Original 1st Revised Sheet No. 2.1

Xcel Energy

MAILING ADDRESS	ACCOUNT NUMBER	DUPLICATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1234567890

METER READING INFORMATION			
METER NUMBER	Read Dates: MM/DD/YY - MM/DD/YY (09 Days)		
88000000			
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Estimate	0000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Reg Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsavce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Enc Summer/Winter	000	kWh	-\$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	- \$00.00 CR
Environmt Imprvmt Rides	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 3.2)

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

Original 1st Revised Sheet No. 2.1



PAGE 2 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER	Read Dates: MM/DD/YY - MM/DD/YY (90 Days)		
0000000000			
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

Affordability Chrg \$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-2.2)

Date Filed: 06-15-12 07-14-17 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E, G002/M-12-60817- Order Date: 11-05-12

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MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 2.2

Xcel Energy

MAILING ADDRESS	ACCOUNT NUMBER	DUEDATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired to take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

SIGN UP FOR SAVER'S SWITCHSM
Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?

CUSTOMER MESSAGING

CUSTOMER MESSAGING

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

Original 1st Revised Sheet No. 2.2



PAGE 3 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

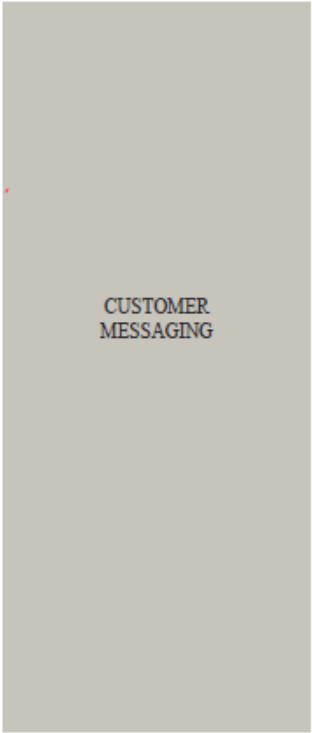
INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Follow earthlings, get inspired, take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

SIGN UP FOR SAVER'S SWITCHSM

Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?

For an average residential customer, ___% of your bill refers to power plant costs, ___% to high voltage line costs and ___% to the cost of local wires connected to your home.



CUSTOMER
MESSAGING



CUSTOMER
MESSAGING

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MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

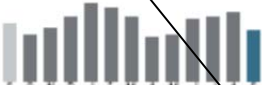
AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

3rd4th Revised Sheet No. 3



YOUR MONTHLY ELECTRICITY USAGE




Daily Average Temperature	Last Year	This Year
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

QUESTIONS ABOUT YOUR BILL?

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 Email us at: Customerservice@xcelenergy.com

Call 24 hours a day, 7 days a week
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 Hearing Impaired: 1-800-895-4949
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 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY PAGE 1 of 8

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Current Charges			\$00.00


ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	eBill MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

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 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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003077310 0097701910003077310324
 (Continued on Sheet No. 8-3.1)

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

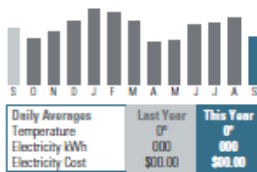
3rd4th Revised Sheet No. 3



PAGE 1 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
	AMOUNT DUE	\$00.00

YOUR MONTHLY ELECTRICITY USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Current Charges	Deleted bold type	\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	MM/DD MM/DD	-\$00.00 CR
Balance Forward		\$00.00
Current Charges	Auto Pay	\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

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 Email us at: Customerservice@xcelenergy.com
Call 24 hours a day, 7 days a week
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Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
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 ANY CITY, MN 00000-0000

XCEL ENERGY
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(Continued on Sheet No. 8-3.1)

Date Filed: 06-15-12 / 07-14-17 By: David M. Sparby / Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. -E,G002/M-12-60817- Order Date: 11-05-12

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2


AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

(Continued)

Original 1st Revised Sheet No. 3.1

PAGE 2 of 4



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 12345678

METER READING INFORMATION			
METER NUMBER: 00000000	Read Dates: MM/DD/YY - MM/DD/YY (OR Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Estimate	0000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Reg Fac Surchg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsource Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Fndr Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprvmt Rnter	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-3.2)

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

(Continued)

Original 1st Revised Sheet No. 3.1



PAGE 2 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION

METER NUMBER : 000000000			
Read Dates: MM/DD/YY - MM/DD/YY (90 Days)			
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Estimate	0000 Actual	000 kWh

ELECTRICITY CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	- \$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

Affordability Chrg \$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-3.2)

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

(Continued)

Original-1st Revised Sheet No. 3.2

Xcel Energy

MAILING ADDRESS	ACCOUNT NUMBER	DUEDATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

SIGN UP FOR SAVER'S SWITCH®
Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch!

CUSTOMER MESSAGING

CUSTOMER MESSAGING

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

(Continued)

Original-1st Revised Sheet No. 3.2



PAGE 3 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

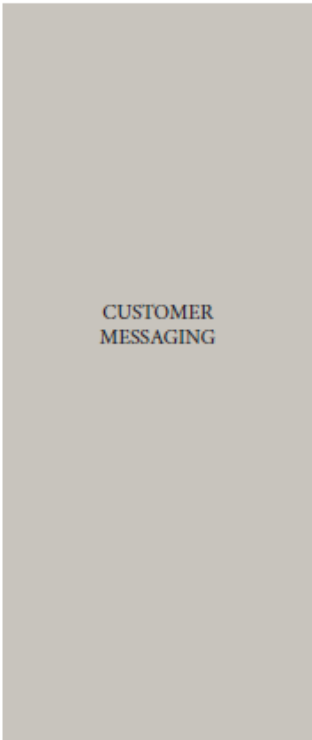
INFORMATION ABOUT YOUR BILL

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SIGN UP FOR SAVER'S SWITCH®

Save 15% just for doing something cool. Summer's right around the corner, and what better time than now to sign up for Saver's Switch?

For an average residential customer, __% of your bill refers to power plant costs, __% to high voltage costs and __% to the cost of local wires connected to your home.



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4

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

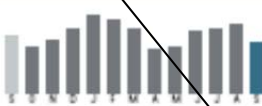
REMINDER NOTICE BILL

Section No. 8

~~3rd~~^{4th} Revised Sheet No. 4



YOUR MONTHLY ELECTRICITY USAGE






Daily Average Temperature: 50°
 Electricity kWh: 000
 Electricity Cost: \$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-887-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

NORTHERN STATES POWER COMPANY PAGE 1 of 8

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Your Account is Overdue – Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Category	MM/DD - MM/DD	kWh	Amount
Electricity Service		000	\$00.00
Non-Recurring Charges / Credits			\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Category	As of MM/DD	Amount
Previous Balance		\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00


INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

We noticed you haven't signed up online...
 We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

RETURN BOTTOM PORTION WITH YOUR REMITTANCE PLEASED NOT BE STAMPED, TAPED OR PAPER CLIPPED



80 FP 1 5 1 1 A 10061 10061 ***5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$0.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

PAYMENT DATES		PAYMENT DATES	
7	14	21	28
11	18	25	
15	22		
19	26		

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

003077310 0097701910003077310324

(Continued on Sheet No. 8-4.1)


Date Filed: 06-15-12/07-14-17 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12

REMINDER NOTICE BILL


Section No. 8

~~3rd~~4th Revised Sheet No. 4

PAGE 1 of 4






YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
~~Call 24 hours a day, 7 days a week.~~
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-887-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

 Like us on Facebook  Follow us on Twitter  YouTube

NORTHERN STATES POWER COMPANY

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARtha W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

Your Account is Overdue - Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00


INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

For an average residential customer 58% of your bill refers to power plant costs, 8% to high voltage line costs, and 34% to cost of local wires that connect to your home.

We noticed you haven't signed up online...
 We are pleased to offer eBill. A secure way to do business with us. eBill lets you receive, view, and pay your bill online. Say good-bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$0.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARtha W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-4.1)


Date Filed: 06-15-12 07-14-17 By: David M. Sparby Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

REMINDER NOTICE BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 4.1



PAGE 2 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUEDATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1234567890

METER READING INFORMATION			
METER NUMBER: 800000000	Read Dates: MM/DD/YY - MM/DD/YY (OR Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Estimate	0000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Reg Fac Surchg				\$00.00
Res Seters Switch AC				- \$00.00 CR
Windsorize Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Fndr Summer/Winter	000	kWh	-\$0.000000	- \$00.00 CR
Low Income Cr Fndr	000	kWh	-\$0.000000	- \$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 3.12)

Date Filed: 06-15-12 07-14-17 By: David M. Sparby Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

REMINDER NOTICE BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 4.1



PAGE 2 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

I

N

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

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ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 123456789

METER READING INFORMATION			
METER NUMBER: 000000000	Read Dates: MM/DD/YY - MM/DD/YY (90 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00
Affordability Chrg				\$00.00

N

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-4.2)

N

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

REMINDER NOTICE BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 4.2



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

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CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

REMINDER NOTICE BILL (Continued)

Section No. 8

Original 1st Revised Sheet No. 4.2



PAGE 3 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Service

NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

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CUSTOMER MESSAGING



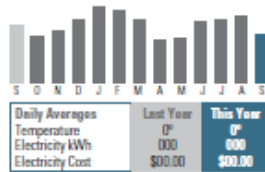
CUSTOMER MESSAGING

STANDARD CUSTOMER BILL

Section No. 8
 4th Revised Sheet No. 2



YOUR MONTHLY ELECTRICITY USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

Thank you for your payment.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 *15 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324
 (Continued on Sheet No. 8-2.1)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8
 1st Revised Sheet No. 2.1



PAGE 2 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 123456789

METER READING INFORMATION			
METER NUMBER: 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Affordability Chrg				\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER
 MESSAGING

CUSTOMER
 MESSAGING

(Continued on Sheet No. 8-2.2)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8
1st Revised Sheet No. 2.2



PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

T

INFORMATION ABOUT YOUR BILL

For an average residential customer, ___% of your bill refers to power plant costs, ___% to high voltage line costs and ___% to the cost of local wires connected to your home.

T

T

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8
 4th Revised Sheet No. 3



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
0123456789	MM/DD/YYYY	\$00.00	

YOUR MONTHLY ELECTRICITY USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Electricity kWh	000	000
Electricity Cost	\$00.00	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-887-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



INFORMATION ABOUT YOUR BILL

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-3.1)

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL
 (Continued)

Section No. 8
 1st Revised Sheet No. 3.1

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (90 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Affordability Chrg				\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

(Continued on Sheet No. 8-3.2)

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL
(Continued)

Section No. 8
1st Revised Sheet No. 3.2



PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

T

INFORMATION ABOUT YOUR BILL

For an average residential customer, ___% of your bill refers to power plant costs, ___% to high voltage line costs and ___% to the cost of local wires connected to your home.

T

T

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

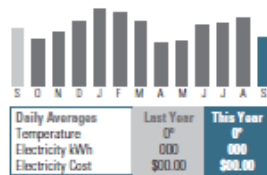
Order Date:

REMINDER NOTICE BILL

Section No. 8
 4th Revised Sheet No. 4



YOUR MONTHLY ELECTRICITY USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Your Account is Overdue - Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	MM/DD - MM/DD 000 kWh	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$0.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-4.1)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

REMINDER NOTICE BILL (Continued)

Section No. 8
 1st Revised Sheet No. 4.1

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

T

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

T

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 123456789

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Estimate	00000 Actual	000 kWh

ELECTRICITY CHARGES		RATE: Residential Service		
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				-\$00.00 CR
Windsorce Program	000	kWh	\$0.000000	\$00.00
Energy Charge Summer/Winter	000	kWh	\$0.000000	\$00.00
Low Income Cr Ene Summer/Winter	000	kWh	-\$0.000000	-\$00.00 CR
Low Income Cr Fuel	000	kWh	-\$0.000000	-\$00.00 CR
Environmt Imprvmt Rider	000	kWh	\$0.000000	\$00.00
Fuel Cost Charge	000	kWh	\$0.000000	\$00.00
Affordability Chrg				\$00.00
Resource Adjustment				\$00.00
Interim Rate Adj				\$00.00
Subtotal				\$00.00
City Fees				\$0.00
Transit Improvement Tax			0.000%	\$0.00
City Tax			0.000%	\$0.00
County Tax			0.000%	\$0.00
State Tax			0.000%	\$0.00
Total				\$00.00

N

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

(Continued on Sheet No. 8-4.2)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

REMINDER NOTICE BILL (Continued)

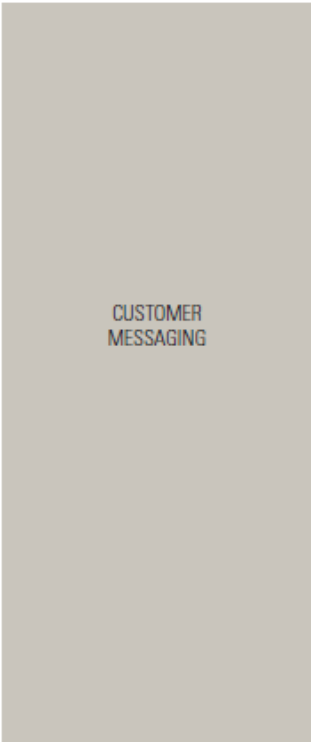
Section No. 8
1st Revised Sheet No. 4.2



PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

T



CUSTOMER
MESSAGING

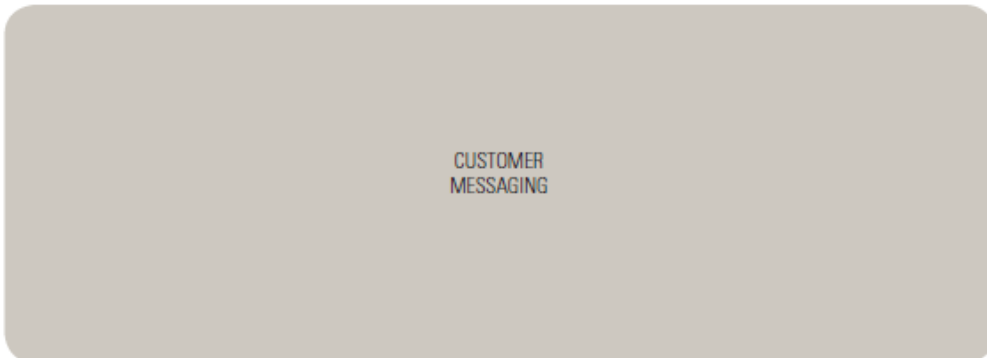
NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

For an average residential customer, ___% of your bill refers to power plant costs, ___% to high voltage line costs and ___% to the cost of local wires connected to your home.

T
T



CUSTOMER
MESSAGING

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment L

**Tarriff Sheets Standard/APP/Reminder
Bill Image (Gas)
Redline & Clean**


MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL

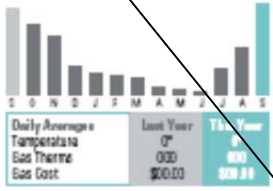
Section No. 8

4th5th Revised Sheet No. 2

PAGE 1 of 8



YOUR MONTHLY NATURAL GAS USAGE




QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: CustomerService@xcelenergy.com

Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

SUMMARY OF CURRENT CHARGES (Detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE


Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

We noticed you haven't signed up online...
 We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT DISCARD, TAPPS OR FINGER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.
 Make your check payable to XCEL ENERGY

PAYMENT DATES						
S	M	T	W	T	F	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

80 FP 1 1 1 1 A 10061 10061 ***5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324
 (CONTINUED ON SHEET NO. 0-2.)

Date Filed: 06-15-12 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E, G002/M-12-60817- Order Date: 11-05-12

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL

Section No. 8

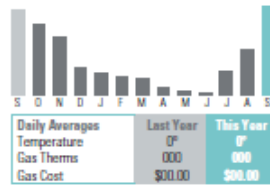
4~~th~~5th Revised Sheet No. 2



NORTHERN STATES POWER COMPANY PAGE 1 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	-\$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

Call Mon-Fri 7 a.m.-7 p.m. or Sat 9 a.m.- 5 p.m.

INFORMATION ABOUT YOUR BILL

We noticed you haven't signed up online...

We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good-bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com.

Upgrade to online account management: Sign up for My Account and eBill and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.

Thank you for your payment.



RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT

 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-2.1)


Date Filed: 06-15-12 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E, G002/M-12-60817- Order Date: 11-05-12

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 2.1



PAGE 2 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YYYY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1234567890

METER READING INFORMATION			
METER NUMBER: #00000000 Read Dates: MM/DD/YY - MM/DD/YY (OR Days)			
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-2.2)

Date Filed: 06-15-12/07-14-17 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President, ~~and CEO~~ of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

Original 1st Revised Sheet No. 2.1

PAGE 2 of 4



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION

METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (90 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-2.2)

Date Filed: 06-15-12 07-14-17 By: David M. Sparby Christopher B. Clark Effective Date: 08-28-13
 President, and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 2.2

Xcel Energy

MAILING ADDRESS	ACCOUNT NUMBER	DUEDATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER MESSAGING

CUSTOMER MESSAGING

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 2.2



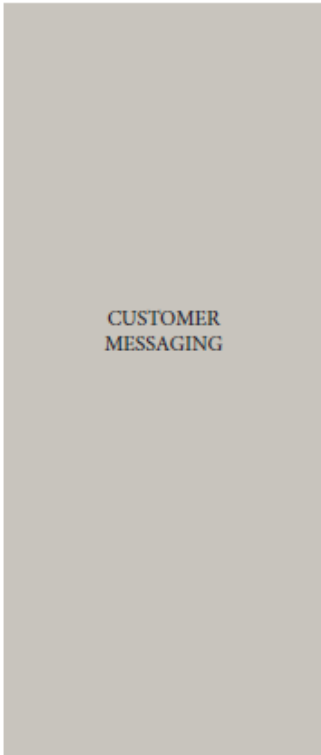
PAGE 3 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

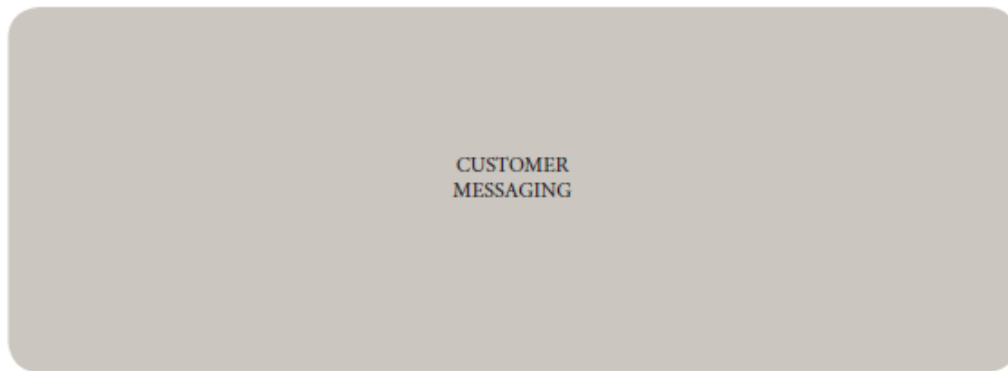
Service

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.



CUSTOMER
MESSAGING



CUSTOMER
MESSAGING

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MINNESOTA GAS RATE BOOK – MPUC NO. 2


AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

4th5th Revised Sheet No. 3




YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-667-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY PAGE 1 of 4

MAILING ADDRESS		ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000		51-1234567890-1	MM/DD/YYYY
STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
0123456789	MM/DD/YYYY	\$00.00	

SUMMARY OF CURRENT CHARGES (Detailed charges begin on page 2)


Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	eBill MM/DD	-\$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

Upgrade to online account management. Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.



90 FP 1 B / 1 A 10061 10061 ""5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	<i>Automated Bank Payment</i>

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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

003077330 0097701910003077310324

(Continued on Sheet No. 8-3.1)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8

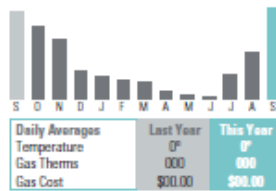
4th5th Revised Sheet No. 3



NORTHERN STATES POWER COMPANY PAGE 1 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
	AMOUNT DUE	\$00.00

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	eBill MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

INFORMATION ABOUT YOUR BILL

Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit **MyAccount.xcelenergy.com** today.

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324


(Continued on Sheet No. 8-3.1)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 3.1



PAGE 2 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 12345678

METER READING INFORMATION			
METER NUMBER	Read Date	MM/DD/YY	MM/DD/YY (90 Days)
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.00000	000	CCF
Heat Content Adjustment	000	CCF	x0.00000	000	Therms

NATURAL GAS CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-3.2)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 3.1



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

PAGE 2 of 4

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-3.2)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8

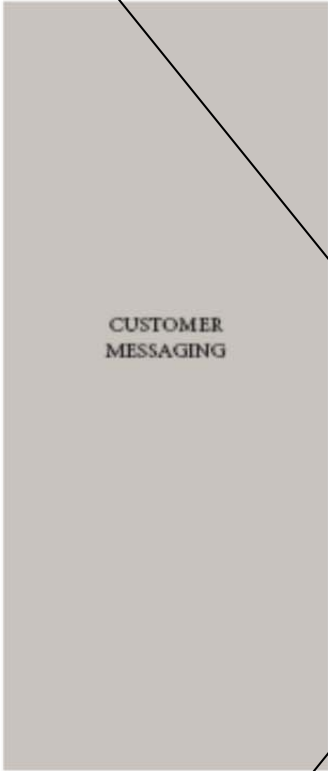
Original 1st Sheet No. 3.2



MAILING ADDRESS	ACCOUNT NUMBER	DUPLICATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.



CUSTOMER
MESSAGING



CUSTOMER
MESSAGING

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8

Original 1st Sheet No. 3.2



PAGE 3 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

Service

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER MESSAGING

CUSTOMER MESSAGING

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE

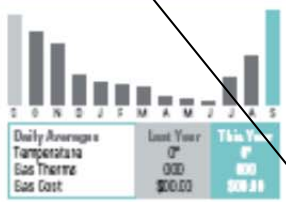
Section No. 8

4th5th Revised Sheet No. 4

PAGE 1 of 1



YOUR MONTHLY NATURAL GAS USAGE




QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com

Call 24 hours a day, 7 days a week
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4349
 Español: 1-800-687-8778

Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$50.00

Your Account is Overdue – Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00


INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

We noticed you haven't signed up online...
 We are pleased to offer eBill. A secure way to do business with us, eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

Upgrade to online account management: Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.

RETURN BOTTOM PORTION WITH YOUR PAYMENT PLEASE PRINT BIG ENOUGH TO FIT IN ENVELOPE



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.
 Make your check payable to XCEL ENERGY.

NOTES:

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30

90 FT 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077330 00977701910003077310324
 ACCOUNTED ON SHEET NO. 3-7-11

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE

Section No. 8

4th5th Revised Sheet No. 4



YOUR MONTHLY NATURAL GAS USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Gas Therms	000	000
Gas Cost	\$00.00	\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call 24 hours a day, 7 days a week:
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

Your Account is Overdue – Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.- 5 p.m.

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

We noticed you haven't signed up online...

We are pleased to offer eBill. A secure way to do business with us. eBill lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

Upgrade to online account management: Sign up for My Account and eBill and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-4.1)

Date Filed: 06-15-1207-14-17 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12


MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 4.1

PAGE 2 of 4



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 123456789
 INVOICE NUMBER: 123456789

METER READING INFORMATION			
METER NUMBER: 800000000	Read Dates: MM/DD/YY - MM/DD/YY (98 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES **RATE: Residential Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg.				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-4.2)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8

~~Original~~ 1st Revised Sheet No. 4.1



MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

PAGE 2 of 4

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

Added bold type

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER	Read Dates	Read Dates	Read Dates
0000000000	MM/DD/YY - MM/DD/YY (90 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER MESSAGING

CUSTOMER MESSAGING

(Continued on Sheet No. 8-4.2)

Date Filed: 06-15-12 07-14-17 By: David M. Sparby/Christopher B. Clark Effective Date: 08-28-13
 President and CEO of Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-12-60817- Order Date: 11-05-12

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8

Original 1st Revised Sheet No. 4.2



MAILING ADDRESS	ACCOUNT NUMBER	DUEDATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8

Original 1st Revised Sheet No. 4.2



FACE 3 of 4

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
	AMOUNT DUE	
	\$00.00	

Service

NON-RECURRING CHARGES / CREDITS DETAILS

DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

STANDARD CUSTOMER BILL

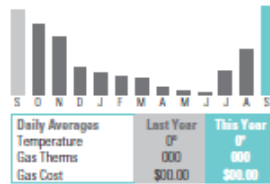
Section No. 8
 5th Revised Sheet No. 2



NORTHERN STATES POWER COMPANY PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
0123456789	MM/DD/YYYY	\$00.00	

YOUR MONTHLY NATURAL GAS USAGE



SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD	000 Therms	\$00.00
Current Charges			\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



INFORMATION ABOUT YOUR BILL

Thank you for your payment.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 *15 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-2.1)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8
 1st Revised Sheet No. 2.1

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (00 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER
 MESSAGING

CUSTOMER
 MESSAGING

(Continued on Sheet No. 8-2.2)

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

MINNESOTA GAS RATE BOOK - MPUC NO. 2

STANDARD CUSTOMER BILL (Continued)

Section No. 8
1st Revised Sheet No. 2.2

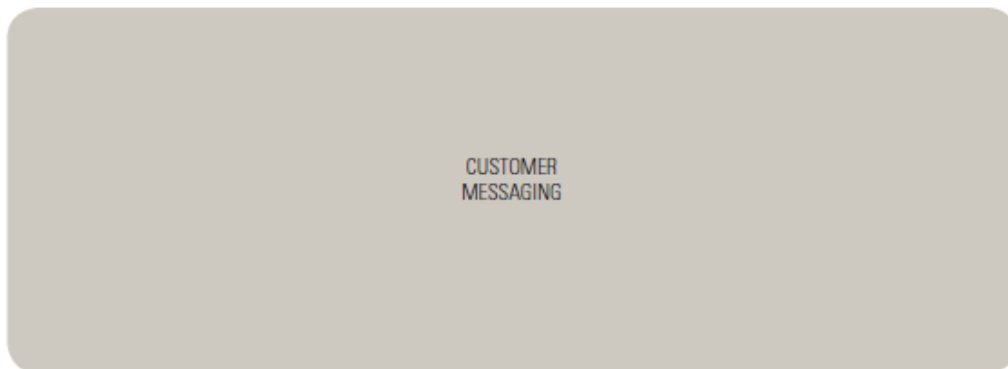
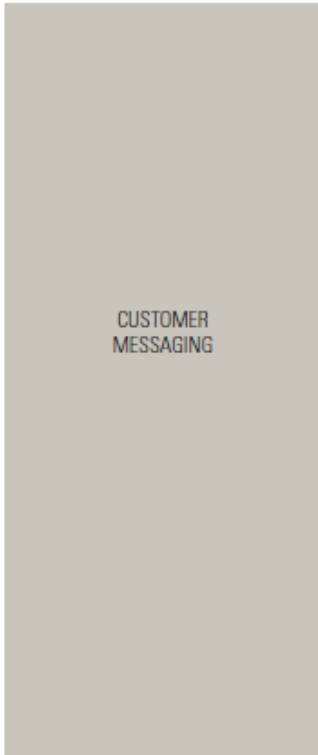


PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Fellow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.



Date Filed: 07-14-17

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Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

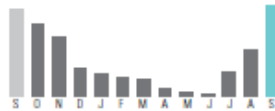
MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8
 5th Revised Sheet No. 3



YOUR MONTHLY NATURAL GAS USAGE



Daily Averages	Last Year	This Year
Temperature	0°	0°
Gas Therms	000	000
Gas Cost	\$00.00	\$00.00

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.–7 p.m. or Sat 9 a.m.–5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	- \$00.00 CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment

Your bill is paid through an automated bank payment plan.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-3.1)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8
 1st Revised Sheet No. 3.1

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION

METER READING INFORMATION			
METER NUMBER : 0000000000	Read Dates: MM/DD/YY - MM/DD/YY (90 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	00000 Actual	00000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES

RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER
 MESSAGING

CUSTOMER
 MESSAGING

(Continued on Sheet No. 8-3.2)

MINNESOTA GAS RATE BOOK – MPUC NO. 2

AUTOMATIC PAYMENT PLAN CUSTOMER BILL (Continued)

Section No. 8
1st Sheet No. 3.2



PAGE 3 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

T

INFORMATION ABOUT YOUR BILL

April is the first month you start seeing signs of spring. Days grow longer, cherry blossoms bloom, the grass turns greener and Earth Day is upon us. Follow earthlings, get inspired: take care of our planet and your bank account with our value-driven, energy-saving programs and safety tips.

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

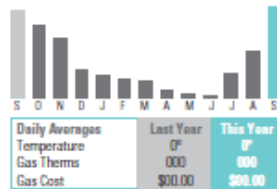
Order Date:

REMINDER BILL NOTICE

Section No. 8
 5th Revised Sheet No. 4



YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com
 Email us at: Customerservice@xcelenergy.com
 Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.
 Please Call: 1-800-895-4999
 Hearing Impaired: 1-800-895-4949
 Español: 1-800-687-8778
 Or write us at: XCEL ENERGY
 PO BOX 8
 EAU CLAIRE WI 54702-0008



NORTHERN STATES POWER COMPANY

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

Your Account is Overdue – Please Pay Immediately

SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Natural Gas Service	MM/DD - MM/DD 000 Therms	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.00

ACCOUNT BALANCE

Previous Balance	As of MM/DD	\$00.00
No Payment Received		\$00.00
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due		\$00.00

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due balance on your account. If you have already sent a payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

RETURN BOTTOM PORTION WITH YOUR PAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge. Make your check payable to XCEL ENERGY.

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

90 FP 1 B 1 1 A 10061 10061 **5 DGT
 JOHN E. CUSTOMER, MARTHA W. CUSTOMER
 ADDRESS LINE 2
 ADDRESS LINE 3
 ADDRESS LINE 4
 1234 ANY STREET
 ANY CITY, MN 00000-0000

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

003077310 00977701910003077310324

(Continued on Sheet No. 8-4.1)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8
 1st Revised Sheet No. 4.1



PAGE 2 of 4

SERVICE ADDRESS		ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000		51-1234567890-1		MM/DD/YYYY
		STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
		0123456789	MM/DD/YYYY	\$00.00

SERVICE ADDRESS: 1234 ANY STREET, ANY CITY, MN 00000-0000
 NEXT READ DATE: MM/DD/YY

NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 1234567890
 INVOICE NUMBER: 1235689

METER READING INFORMATION			
METER NUMBER: 0000000000 Read Dates: MM/DD/YY - MM/DD/YY (99 Days)			
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	0000 Actual	0000 Actual	000 Therms

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustment	000	CCF	x0.0000	000	CCF
Heat Content Adjustment	000	CCF	x0.0000	000	Therms

NATURAL GAS CHARGES RATE: Residential Service

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$00.00
Cost of Gas	000	Therms	\$0.000000	\$00.00
Gas Affordability	000	Therms	\$0.000000	\$00.00
Interim Rate Adjust				\$00.00
Distribution Charge	000	Therms	\$0.000000	\$00.00
Resource Adjustment				\$00.00
Subtotal				\$00.00
City Fees				\$00.00
Transit Improvement Tax			0.000%	\$00.00
City Tax			0.000%	\$00.00
County Tax			0.000%	\$00.00
State Tax			0.000%	\$00.00
Total				\$00.00

CUSTOMER
MESSAGING

CUSTOMER
MESSAGING

(Continued on Sheet No. 8-4.2)

Date Filed: 07-14-17 By: Christopher B. Clark Effective Date:
 President, Northern States Power Company, a Minnesota corporation
 Docket No. E,G002/M-17- Order Date:

MINNESOTA GAS RATE BOOK – MPUC NO. 2

REMINDER BILL NOTICE (Continued)

Section No. 8
 1st Revised Sheet No. 4.2



PAGE 3 of 4

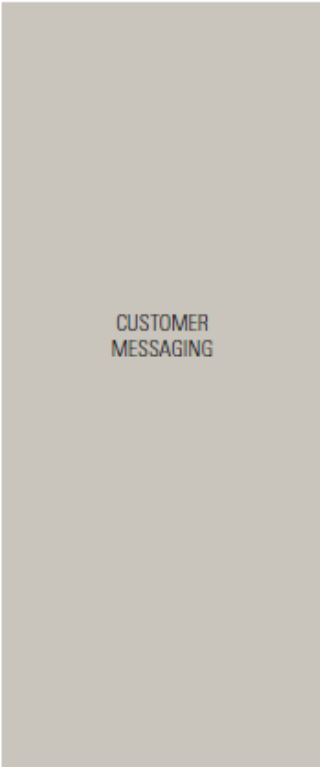
SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-1234567890-1	MM/DD/YYYY	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

NON-RECURRING CHARGES / CREDITS DETAILS

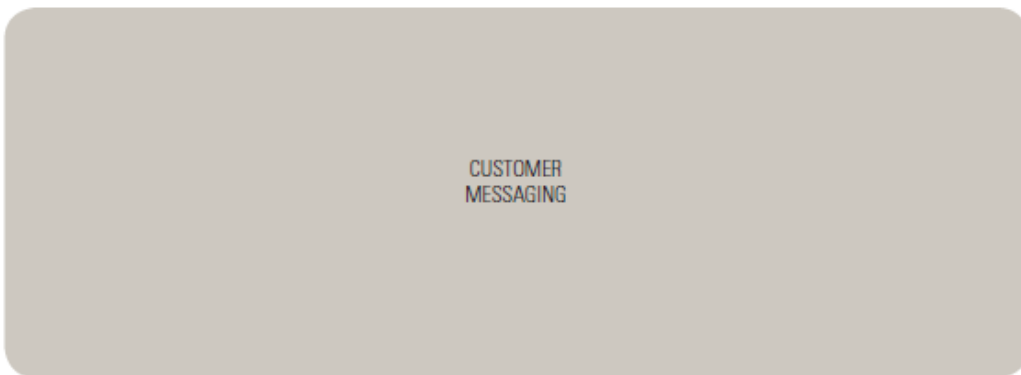
DESCRIPTION	CHARGE
Late Charge Assessed	\$00.00
Total	\$00.00

INFORMATION ABOUT YOUR BILL

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CUSTOMER
 MESSAGING



CUSTOMER
 MESSAGING

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment M

**eBill & eBill Payment Terms of Use
Redline & Clean**



XCEL ENERGYS eBILL AND eBILL PAYMENT 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 eBILL AND/OR eBILL PAYMENT, BUT YOU WILL CONTINUE TO RECEIVE YOUR BILLING INFORMATION AND OBTAIN SERVICES AND INFORMATION RELATED TO YOUR ACCOUNT BY MAIL (AND PHONE, IF AVAILABLE) AND THROUGH MY ACCOUNT. YOU ALSO HAVE OTHER OPTIONS FOR MAKING PAYMENT.

BY CHECKING THE I AGREE BOX BELOW, 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 online billing that allows you to view, print and save copies of your bills electronically after enrollment in the service (eBill) and online bill payment that allows you to pay your Xcel Energy bills over the Internet (eBill Payment). These services are in addition to the other online account management services made available to you under My Account. Your use of eBill and eBill Payment is governed by these terms of use (the eBill Terms of Use) and the terms and conditions covering My Account, which can be found at www.xcelenergy.com. The terms of the My Account Agreement are incorporated herein by this reference. If you currently participate in the Online View & Pay program (OVP), you can enroll in eBill, and future bills will be available from the My Account site, and/or through a third party vendor of Xcel Energy. After you enroll in eBill, you can view and pay your bill at the My Account site.

Please check the My Account Agreement and these eBill Terms of Use frequently, as Xcel Energy may from time to time unilaterally amend these eBill Terms of Use by posting revised language on this web site. The most up-to-date version of these eBill Terms of Use will always be available for your review on this web site. Amendments will become effective at the time they are posted on this web site, and your continued use of the eBill or eBill Payment after amendments are posted will constitute your acceptance of such amendments.

2. Description of and Use of eBill and eBill Payment

Xcel Energy reserves the right to modify or discontinue any or all services or features of eBill and

eBill Payment at any time without prior 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.

eBill allows you to view, print and save copies of your bills electronically after your enrollment in eBill. eBill Payment allows you to electronically pay your Xcel Energy bills over the Internet at My Account on a one-time or recurring basis from a checking or other account that you designate (your Payment Account).

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

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the My Account site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion, and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

As a My Account user, it is your responsibility to ensure that the contact and other required information in your user profile is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be

responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within My Account service or by contacting Xcel Energys Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

Although Xcel Energy will not charge a fee for your participation in this online program, you are solely responsible for the accuracy of your current banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your participation in My Account, eBill, or eBill Payment. 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 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 participation in My Account, eBill and/or eBill Payment 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. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email **and/or text message** notifications through eBill when your Xcel Energy bill is issued, **depending on the method of communication you choose**. These bill ready notifications will be sent to the email address **and/or phone number** you provided to Xcel Energy. **Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail**. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not opt-out from **email** communications related to My Account. **You may opt-out from text message communications related to My Account**. You may sign in **to My Account** just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com. ~~Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail.~~

Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

6. Bill Payments

As used in these eBill 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 (5 PM Central Time) on the Payment Due Date. However, if you choose the option to pay by a credit or debit card via our payment partner (a transaction fee applies and this option is not available in some states), payment must be initiated a minimum of one business day before payment is due. eBill payments initiated after 4 PM Mountain Time (5 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 in My Account 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.

"Online Bill Payment"

Online Bill Payment means payments to us in the amount of your bill or another fixed or maximum amount you designate and on the day you specify when you set up eBill Payment through My Account.

7. Making Online Bill Payments

You may arrange for Online Bill Payment of your Xcel Energy bills by following the instructions on My Account and providing such other authorizations as may be required. Your set-up of eBill Payment will constitute your authorization to us to initiate one-time or recurring electronic debits to your Payment Account in the amount and at the times you specify. Xcel Energy is not responsible if you give incorrect instructions or not give your instructions sufficiently in advance to allow for timely payment. Any information you receive from us is provided for your convenience and is not guaranteed.

If the billed amount varies month-to-month and you have set up a recurring payment instruction, your bill from Xcel Energy will set forth the payment owed each month and the bill will constitute notice of the variable Online Bill Payment. You can enroll in email alert to inform you if a bill amount is greater than your specified maximum amount (the "Maximum Amount"). You can also utilize one-time Online Bill Payment. If your payment is less than the amount due, the unpaid amount will be added to your next bill balance and late payment charges may occur where permitted under applicable laws and regulations.

You can also pay your service bill online using your credit or debit card (a transaction fee applies). Our

payment partner can accept your payment any time and will post it to your Xcel Energy account by the end of the next business day. You may want to check if your credit/debit card payments are subject to individual transaction and daily limitations set by your bank and/or credit/debit card provider. Our credit/debit card payment partner accepts most major credit/debit cards and a transaction fee applies. Payment by credit or debit card is not available in some states.

Any change you make to your My Account preferences after a bill has been issued to you will be effective in the next billing cycle. However, you may update your Payment Account information at any time prior to initiating a payment. You must submit your instructions only through My Account, including but not limited to payment instructions, so that they are received no later than the Cutoff Time in order to have them considered entered on that particular Business Day. YOUR INSTRUCTION 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 Online Bill Payment that has not yet been processed at any time before the Cutoff Time for the scheduled Payment Date by (1) accessing the payment information found in My Account, or (2) by contacting Xcel Energy Customer Service (contact information available at www.xcelenergy.com).

9. Payment Account

In order to pay any of your bills online, the Payment Account from which you want to make payments must be entered into My Account. By entering information for the Payment Account into eBill Payment through My Account, you are authorizing Xcel Energy to initiate electronic debits 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 eBill 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 eBill Payment or your financial institution;

responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within My Account service or by contacting Xcel Energys Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

Although Xcel Energy will not charge a fee for your participation in this online program, you are solely responsible for the accuracy of your current banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your participation in My Account, eBill, or eBill Payment. 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 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 participation in My Account, eBill and/or eBill Payment 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. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email and/or text message notifications through eBill when your Xcel Energy bill is issued, depending on the method of communication you choose. These bill ready notifications will be sent to the email address and/or phone number you provided to Xcel Energy. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not opt-out from email communications related to My Account. You may opt-out from text message communications related to My Account. You may sign in to My Account just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com.

Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

6. Bill Payments

As used in these eBill 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 (5 PM Central Time) on the Payment Due Date. However, if you choose the option to pay by a credit or debit card via our payment partner (a transaction fee applies and this option is not available in some states), payment must be initiated a minimum of one business day before payment is due. eBill payments initiated after 4 PM Mountain Time (5 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 in My Account 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.

"Online Bill Payment"

Online Bill Payment means payments to us in the amount of your bill or another fixed or maximum amount you designate and on the day you specify when you set up eBill Payment through My Account.

7. Making Online Bill Payments

You may arrange for Online Bill Payment of your Xcel Energy bills by following the instructions on My Account and providing such other authorizations as may be required. Your set-up of eBill Payment will constitute your authorization to us to initiate one-time or recurring electronic debits to your Payment Account in the amount and at the times you specify. Xcel Energy is not responsible if you give incorrect instructions or not give your instructions sufficiently in advance to allow for timely payment. Any information you receive from us is provided for your convenience and is not guaranteed.

If the billed amount varies month-to-month and you have set up a recurring payment instruction, your bill from Xcel Energy will set forth the payment owed each month and the bill will constitute notice of the variable Online Bill Payment. You can enroll in email alert to inform you if a bill amount is greater than your specified maximum amount (the "Maximum Amount"). You can also utilize one-time Online Bill Payment. If your payment is less than the amount due, the unpaid amount will be added to your next bill balance and late payment charges may occur where permitted under applicable laws and regulations.

You can also pay your service bill online using your credit or debit card (a transaction fee applies). Our

and (5) is using a Payment Account that Xcel Energy has reason to believe is invalid. Online Bill 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:

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 eBill Payment so that you may no longer make payments through eBill Payment or any other method within My Account.

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 eBill Payment and your Payment Account. You agree to review and verify payments made through eBill Payment 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 My Account and on the statements for your Payment Accounts, and inform Xcel Energy immediately if you believe that an error has occurred.

12. Account and History Information

You will be able to view your billing and payment history electronically at My Account by following the instructions at the site. After your enrollment in eBill, you will be able to view and print an electronic copy of your bills presented to you through eBill and/or through a third party vendor of Xcel Energy. You should review your payment history regularly to preserve your rights, including your right to dispute transactions that you believe are unauthorized.

13. Authorized and Unauthorized Use

If you permit other persons to use eBill Payment or your password, you are responsible for any transactions they authorize from your Payment Accounts. If you believe that your password has been lost or stolen or that someone has used or may use eBill Payment to make an unauthorized transfer or payment from your Payment Account using your password without your permission, notify Xcel Energy Customer Service immediately using the contact information available at www.xcelenergy.com.

14. In Case of Errors or Questions about a Payment

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

We will not send you a periodic communication listing payments that you make using eBill Payment. The payments will appear only on the statements issued by your bank or financial institution. **SAVE COPIES OF YOUR PAYMENT INSTRUCTIONS AND CHECK THEM AGAINST THE STATEMENT YOU RECEIVE FROM YOUR BANK OR FINANCIAL INSTITUTION.** If you have a question about one of these payments, you think an entry on your Payment Account statement is wrong or if you need more information about a payment initiated through eBill Payment, you must contact Xcel Energy Customer Service as soon as you can. Xcel Energy will investigate the issue and communicate the results to you.

15. In Case of Errors or Questions about Your Bill

If you think your bill is wrong, or if you need more information about a transaction on your bill, you must notify Xcel Energy Customer Service as soon as possible using the contact information available at www.xcelenergy.com.

16. Records

Xcel Energys 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.

17. Data Recording

The information and messages you enter for eBill Payment may be maintained as part of our records. By using eBill Payment you consent to such data retention. Our use of your personal information maintained in My Account will be in accordance with our **privacy policy** available at www.xcelenergy.com.

18. Un-Enrollment of eBill and eBill Payment Service

If you wish to un-enroll in eBill or eBill Payment, you can do so from My Account. You may also contact Xcel Energy Customer Service using the contact information found at www.xcelenergy.com.

Upon un-enrollment from eBill, you will no longer be able to access eBill Payment, and you will no longer receive electronic bills through eBill. Your paper bill will resume and your past electronic bills presented during eBill enrollment will be available electronically in the Bill History section of My Account for viewing and printing. The cancellation of a specific eBill Payment during un-enrollment depends upon the un-enrollment date and your billing cycle date.

Xcel Energy reserves the right to deactivate your access to My Account and terminate your access to eBill Payment at any time with or without cause.

Scheduled payments in My Account prior to termination or un-enrollment will be treated as follows:

If your notice of termination to us is received after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these eBill Terms of Use.

If Xcel Energy receives your notice of termination before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to eBill Payment for security reasons or if in our reasonable judgment Xcel Energy terminates your access to eBill Payment to prevent the occurrence of fraud, no further Bill 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 Energys notice to you regarding such termination.

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

19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you ~~electronically to any electronic mail address you provide~~ **via the communication method of your choosing (e.g., email and/or text message)**, or in any other manner permitted by law.

By checking on I Agree below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.

If you wish to un-enroll in eBill or eBill Payment, you can do so from My Account. You may also contact Xcel Energy Customer Service using the contact information found at www.xcelenergy.com.



XCEL ENERGYS eBILL AND eBILL PAYMENT 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 eBILL AND/OR eBILL PAYMENT, BUT YOU WILL CONTINUE TO RECEIVE YOUR BILLING INFORMATION AND OBTAIN SERVICES AND INFORMATION RELATED TO YOUR ACCOUNT BY MAIL (AND PHONE, IF AVAILABLE) AND THROUGH MY ACCOUNT. YOU ALSO HAVE OTHER OPTIONS FOR MAKING PAYMENT.

BY CHECKING THE I AGREE BOX BELOW, 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 online billing that allows you to view, print and save copies of your bills electronically after enrollment in the service (eBill) and online bill payment that allows you to pay your Xcel Energy bills over the Internet (eBill Payment). These services are in addition to the other online account management services made available to you under My Account. Your use of eBill and eBill Payment is governed by these terms of use (the eBill Terms of Use) and the terms and conditions covering My Account, which can be found at www.xcelenergy.com. The terms of the My Account Agreement are incorporated herein by this reference. If you currently participate in the Online View & Pay program (OVP), you can enroll in eBill, and future bills will be available from the My Account site, and/or through a third party vendor of Xcel Energy. After you enroll in eBill, you can view and pay your bill at the My Account site.

Please check the My Account Agreement and these eBill Terms of Use frequently, as Xcel Energy may from time to time unilaterally amend these eBill Terms of Use by posting revised language on this web site. The most up-to-date version of these eBill Terms of Use will always be available for your review on this web site. Amendments will become effective at the time they are posted on this web site, and your continued use of the eBill or eBill Payment after amendments are posted will constitute your acceptance of such amendments.

2. Description of and Use of eBill and eBill Payment

Xcel Energy reserves the right to modify or discontinue any or all services or features of eBill and

eBill Payment at any time without prior 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.

eBill allows you to view, print and save copies of your bills electronically after your enrollment in eBill. eBill Payment allows you to electronically pay your Xcel Energy bills over the Internet at My Account on a one-time or recurring basis from a checking or other account that you designate (your Payment Account).

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

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the My Account site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion, and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

As a My Account user, it is your responsibility to ensure that the contact and other required information in your user profile is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be

payment partner can accept your payment any time and will post it to your Xcel Energy account by the end of the next business day. You may want to check if your credit/debit card payments are subject to individual transaction and daily limitations set by your bank and/or credit/debit card provider. Our credit/debit card payment partner accepts most major credit/debit cards and a transaction fee applies. Payment by credit or debit card is not available in some states.

Any change you make to your My Account preferences after a bill has been issued to you will be effective in the next billing cycle. However, you may update your Payment Account information at any time prior to initiating a payment. You must submit your instructions only through My Account, including but not limited to payment instructions, so that they are received no later than the Cutoff Time in order to have them considered entered on that particular Business Day. YOUR INSTRUCTION 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 Online Bill Payment that has not yet been processed at any time before the Cutoff Time for the scheduled Payment Date by (1) accessing the payment information found in My Account, or (2) by contacting Xcel Energy Customer Service (contact information available at www.xcelenergy.com).

9. Payment Account

In order to pay any of your bills online, the Payment Account from which you want to make payments must be entered into My Account. By entering information for the Payment Account into eBill Payment through My Account, you are authorizing Xcel Energy to initiate electronic debits 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 eBill 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 eBill Payment or your financial institution;

and (5) is using a Payment Account that Xcel Energy has reason to believe is invalid. Online Bill 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:

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 eBill Payment so that you may no longer make payments through eBill Payment or any other method within My Account.

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 eBill Payment and your Payment Account. You agree to review and verify payments made through eBill Payment 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 My Account and on the statements for your Payment Accounts, and inform Xcel Energy immediately if you believe that an error has occurred.

12. Account and History Information

You will be able to view your billing and payment history electronically at My Account by following the instructions at the site. After your enrollment in eBill, you will be able to view and print an electronic copy of your bills presented to you through eBill and/or through a third party vendor of Xcel Energy. You should review your payment history regularly to preserve your rights, including your right to dispute transactions that you believe are unauthorized.

13. Authorized and Unauthorized Use

If you permit other persons to use eBill Payment or your password, you are responsible for any transactions they authorize from your Payment Accounts. If you believe that your password has been lost or stolen or that someone has used or may use eBill Payment to make an unauthorized transfer or payment from your Payment Account using your password without your permission, notify Xcel Energy Customer Service immediately using the contact information available at www.xcelenergy.com.

14. In Case of Errors or Questions about a Payment

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

We will not send you a periodic communication listing payments that you make using eBill Payment. The payments will appear only on the statements issued by your bank or financial institution. **SAVE COPIES OF YOUR PAYMENT INSTRUCTIONS AND CHECK THEM AGAINST THE STATEMENT YOU RECEIVE FROM YOUR BANK OR FINANCIAL INSTITUTION.** If you have a question about one of these payments, you think an entry on your Payment Account statement is wrong or if you need more information about a payment initiated through eBill Payment, you must contact Xcel Energy Customer Service as soon as you can. Xcel Energy will investigate the issue and communicate the results to you.

15. In Case of Errors or Questions about Your Bill

If you think your bill is wrong, or if you need more information about a transaction on your bill, you must notify Xcel Energy Customer Service as soon as possible using the contact information available at www.xcelenergy.com.

16. Records

Xcel Energys 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.

17. Data Recording

The information and messages you enter for eBill Payment may be maintained as part of our records. By using eBill Payment you consent to such data retention. Our use of your personal information maintained in My Account will be in accordance with our **privacy policy** available at www.xcelenergy.com.

18. Un-Enrollment of eBill and eBill Payment Service

If you wish to un-enroll in eBill or eBill Payment, you can do so from My Account. You may also contact Xcel Energy Customer Service using the contact information found at www.xcelenergy.com.

Upon un-enrollment from eBill, you will no longer be able to access eBill Payment, and you will no longer receive electronic bills through eBill. Your paper bill will resume and your past electronic bills presented during eBill enrollment will be available electronically in the Bill History section of My Account for viewing and printing. The cancellation of a specific eBill Payment during un-enrollment depends upon the un-enrollment date and your billing cycle date.

Xcel Energy reserves the right to deactivate your access to My Account and terminate your access to eBill Payment at any time with or without cause.

Scheduled payments in My Account prior to termination or un-enrollment will be treated as follows:

If your notice of termination to us is received after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these eBill Terms of Use.

If Xcel Energy receives your notice of termination before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to eBill Payment for security reasons or if in our reasonable judgment Xcel Energy terminates your access to eBill Payment to prevent the occurrence of fraud, no further Bill 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 Energys notice to you regarding such termination.

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

19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you via the communication method of your choosing (e.g., email and/or text message), or in any other manner permitted by law.

By checking on I Agree below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.

If you wish to un-enroll in eBill or eBill Payment, you can do so from My Account. You may also contact Xcel Energy Customer Service using the contact information found at www.xcelenergy.com.

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment N

**Tariff Sheets eBill & eBill
Payment Terms of Use (Electric)
Redline & Clean**

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~1st~~^{2nd} Revised Sheet No. 70

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the My Account site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion, and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

As a My Account user, it is your responsibility to ensure that the contact and other required information in your user profile is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within My Account service or by contacting Xcel Energy's Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

Although Xcel Energy will not charge a fee for your participation in this online program, you are solely responsible for the accuracy of your current banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your participation in My Account, eBill, or eBill Payment. 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 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 participation in My Account, eBill and/or eBill Payment 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. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email notifications through eBill when your Xcel Energy bill is issued. These "bill ready" notifications will be sent to the email address you provided to Xcel Energy. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not "opt-out" from communications related to My Account. You may sign in just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail.

Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

(Continued on Sheet No. 7-71)

Date Filed: ~~04-13-15~~⁰⁴⁻¹³⁻¹⁷ By: Christopher B. Clark Effective Date: ~~02-27-15~~
President, Northern States Power Company, a Minnesota corporation
Docket No. E,G002/M-~~15-4317-~~ Order Date: ~~02-27-15~~

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
4st2nd Revised Sheet No. 70

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the MyAccount site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

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To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including, without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

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As a My Account user, it is your responsibility to ensure that the contact and other required information in your user is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within MyAccount service or by contacting Xcel Energy's Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically, according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

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Although Xcel Energy will not charge a fee for your participation in this online program, you are solely responsible for the accuracy of your current banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your participation in My Account, eBill, or eBill Payment. 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 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 participation in My Account, eBill and/or eBill Payment 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.

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5. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email and/or text message notifications through eBill when your Xcel Energy bill is issued, depending on the method of communication you choose. These bill ready notifications will be sent to the email address and/or phone number you provided to Xcel Energy. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not opt-out from email communications related to My Account. You may opt-out from text message communications related to My Account. You may sign in just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail.

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Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

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(Continued on Sheet No. 7-71)

Date Filed: 04-13-15 07-14-17 By: Christopher B. Clark Effective Date: 02-27-15
President, Northern States Power Company, a Minnesota corporation
Docket No. E,G002/M-15-4317- Order Date: 02-27-15

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~1st~~^{2nd} Revised Sheet No. 74

~~will be available electronically in the Bill History section of My Account for viewing and printing. The cancellation of a specific eBill Payment during un-enrollment depends upon the un-enrollment date and your billing cycle date.~~

~~Xcel Energy reserves the right to deactivate your access to My Account and terminate your access to eBill Payment at any time with or without cause.~~

~~Scheduled payments in My Account prior to termination or un-enrollment will be treated as follows:~~

~~If your notice of termination to us is received after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these eBill Terms of Use.~~

~~If Xcel Energy receives your notice of termination before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to eBill Payment for security reasons or if in our reasonable judgment Xcel Energy terminates your access to eBill Payment to prevent the occurrence of fraud, no further Bill 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 eBill Terms of Use that arose prior to such termination.~~

19. Notices

~~You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you electronically to any electronic mail address you provide or in any other manner permitted by law.~~

~~By checking on "I Agree" below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.~~

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**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~1st~~^{2nd} Revised Sheet No. 74

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Scheduled payments in My Account prior to termination or un-enrollment will be treated as follows:

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If Xcel Energy receives your notice of termination before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to eBill Payment for security reasons or if in our reasonable judgment Xcel Energy terminates your access to eBill Payment to prevent the occurrence of fraud, no further Bill 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 eBill Terms of Use that arose prior to such termination.

19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you ~~electronically to any electronic mail address you provide via the communication method of your choosing (e.g., email and/or text message)~~, or in any other manner permitted by law.

By checking on I Agree below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.

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Date Filed:	01-13-15 ⁰⁷⁻¹⁴⁻¹⁷	By: Christopher B. Clark	Effective Date:	02-27-15
		President, Northern States Power Company, a Minnesota corporation		
Docket No.	E,G002/M- 15-4317-		Order Date:	02-27-15

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
2nd Revised Sheet No. 70

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the MyAccount site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including, without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

As a My Account user, it is your responsibility to ensure that the contact and other required information in your user is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within MyAccount service or by contacting Xcel Energy's Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically, according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

Although Xcel Energy will not charge a fee for your participation in this online program, you are solely responsible for the accuracy of your current banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your participation in My Account, eBill, or eBill Payment. 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 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 participation in My Account, eBill and/or eBill Payment 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. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email and/or text message notifications through eBill when your Xcel Energy bill is issued, depending on the method of communication you choose. These bill ready notifications will be sent to the email address and/or phone number you provided to Xcel Energy. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not opt-out from email communications related to My Account. You may opt-out from text message communications related to My Account. You may sign in just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com.

Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

(Continued on Sheet No. 7-71)

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

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**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
2nd Revised Sheet No. 74

specific eBill Payment during un-enrollment depends upon the un-enrollment date and your billing cycle date.

Xcel Energy reserves the right to deactivate your access to My Account and terminate your access to eBill Payment at any time with or without cause.

Scheduled payments in My Account prior to termination or un-enrollment will be treated as follows:

If your notice of termination to us is received after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these eBill Terms of Use.

If Xcel Energy receives your notice of termination before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to eBill Payment for security reasons or if in our reasonable judgment Xcel Energy terminates your access to eBill Payment to prevent the occurrence of fraud, no further Bill 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 eBill Terms of Use that arose prior to such termination.

19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you via the communication method of your choosing (e.g., email and/or text message), or in any other manner permitted by law.

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By checking on I Agree below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

**Tariff Sheets eBill & eBill
Payment Terms of Use (Gas)
Redline & Clean**

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~1st~~^{2nd} Revised Sheet No. 51

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the My Account site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion, and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

As a My Account user, it is your responsibility to ensure that the contact and other required information in your user profile is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within My Account service or by contacting Xcel Energy's Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

Although Xcel Energy will not charge a fee for your participation in this online program, you are solely responsible for the accuracy of your current banking information and for payment of any fees or charges imposed on you by your bank or financial institution as a result of your participation in My Account, eBill, or eBill Payment. 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 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 participation in My Account, eBill and/or eBill Payment 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. eBill and Notice of Electronic Presentment

By registering for eBill in My Account, you will receive email notifications through eBill when your Xcel Energy bill is issued. These "bill ready" notifications will be sent to the email address you provided to Xcel Energy. Because these and some other transaction notices are being given pursuant to the agreement between you and Xcel Energy, you may not "opt-out" from communications related to My Account. You may sign in just to view your electronic bill, without making a payment. Another option is to sign in and view your bill online using eBill, and then pay your bill electronically through your Payment Account. Other payment options may also become available through My Account or elsewhere at www.xcelenergy.com. Once you sign up for eBill, you will no longer receive Xcel Energy bills through the mail.

Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~4st~~2nd Revised Sheet No. 51

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the My Account site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

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To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

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As a My Account user, it is your responsibility to ensure that the contact and other required information in your user is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within My Account service or by contacting Xcel Energy's Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

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Viewing the electronic bill summary information provided in eBill does not automatically pay the bill electronically from your Payment Account. You may pay your bill electronically by initiating a payment instruction through eBill Payment.

(Continued on Sheet No. 7-52)

Date Filed: 04-13-1507-14-17 By: Christopher B. Clark Effective Date: 02-27-15
President, Northern States Power Company, a Minnesota corporation
Docket No. E,G002/M-15-4317- Order Date: 02-27-15

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~1st~~^{2nd} Revised Sheet No. 55

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~~Xcel Energy reserves the right to deactivate your access to My Account and terminate your access to eBill Payment at any time with or without cause.~~

~~Scheduled payments in My Account prior to termination or un-enrollment will be treated as follows:~~

~~If your notice of termination to us is received after the Cutoff Time for the Payment Date, the payment process for that payment will be completed, subject to the provisions of these eBill Terms of Use.~~

~~If Xcel Energy receives your notice of termination before the Cutoff Time for the Payment Date, the payment will not be made. If Xcel Energy decides to terminate your access to eBill Payment for security reasons or if in our reasonable judgment Xcel Energy terminates your access to eBill Payment to prevent the occurrence of fraud, no further Bill 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 eBill Terms of Use that arose prior to such termination.~~

19. Notices

~~You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you electronically to any electronic mail address you provide or in any other manner permitted by law.~~

~~By checking on "I Agree" below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.~~

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**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
~~1st~~^{2nd} Revised Sheet No. 55

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19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you ~~electronically to any electronic mail address you provide via the communication method of your choosing (e.g., email and/or text message)~~, or in any other manner permitted by law.

By checking on I Agree below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.

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Date Filed:	01-13-15 ⁰¹⁻¹⁴⁻¹⁷	By: Christopher B. Clark	Effective Date:	02-27-15
		President, Northern States Power Company, a Minnesota corporation		
Docket No.	E,G002/M- 15-4317-		Order Date:	02-27-15

**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
2nd Revised Sheet No. 51

3. Enrollment

If you are a residential or business customer of Xcel Energy and your account is eligible for eBill, you can enroll in eBill from the My Account site. If you have more than one service address associated with your Xcel Energy service account, you must contact Xcel Energy Customer Service (contact information is available at www.xcelenergy.com) to synchronize your service addresses prior to enrolling in eBill. When you enroll in eBill, YOU WILL NO LONGER GET A PAPER BILL. If you are an existing Online View & Pay customer, your future electronic bills may be sent to a web site maintained by a third party vendor of Xcel Energy and you may be required to view your bills through such web site.

To enroll in eBill Payment, you must provide such information as may be requested by us to determine your eligibility, including without limitation, your Payment Account number. Xcel Energy may refuse to provide eBill Payment to anyone, at any time, in our sole discretion. Xcel Energy may also de-enroll any user at any time in our sole discretion and Xcel Energy will notify you by mail or electronic mail using your current billing or email address on file.

4. Changes to Information; Fees; Rejected Payments

As a My Account user, it is your responsibility to ensure that the contact and other required information in your user is current and accurate, and updated promptly if necessary, including your name, address, phone number and email address. Similarly, changes with regard to your bank or Payment Account must also be updated. Failing to do so may result in our continued use of old information. Xcel Energy will not be responsible for any mail forwarded by us to your old mailing or e-mail address before you have provided us with the updated information, nor will Xcel Energy be responsible for problems that may arise if you change your bank or Payment Account and do not provide us with the updated information. Changes can be made either within My Account service or by contacting Xcel Energy's Customer Service using the contact information found at www.xcelenergy.com. If you have set up recurring payments to occur automatically according to a specified frequency, these payments will continue to be processed against your current banking information on file until your change notice has been received and processed by Xcel Energy. One-time payments you have initiated will also be processed against your current banking information on file.

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(Continued on Sheet No. 7-52)

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

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**eBILL and eBILL PAYMENT TERMS OF USE
(Continued)**

Section No. 7
2nd Revised Sheet No. 55

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

19. Notices

You agree that by subscribing to eBill, all notices or other communications which Xcel Energy may be required to give you arising from our obligations under these eBill and eBill Payment Terms of Use may be sent to you via the communication method of your choosing (e.g., email and/or text message), or in any other manner permitted by law.

By checking on I Agree below, you indicate your acceptance of these eBill and eBill Payment Terms of Use.

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Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment P

**Tarriff Sheets Contact Information (Electric)
Redline & Clean**

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

CONTACT LIST

Section No. 2

~~3rd~~^{4th} Revised Sheet No. 1

Listed below is the name, title, address, and telephone numbers of Northern States Power Company personnel to be contacted in connection with:

All Matters Relating to Rates and Rules	Christopher B. Clark President, Northern States Power Company, a Minnesota corporation 414 Nicollet Mall Minneapolis, MN 55401 Telephone No. 1-800-328-8226	± ±
Emergencies & Outages	1-800-895-1999	
24-Hour Residential Customer Service	1-800-895-4999	C
Business Solutions Center (Commercial / Industrial Customer Service)	1-800-481-4700	
TDD/TYY (Hearing Impaired Services)	1-800-895-4949	
Internet Address	www.xcelenergy.com	

Date Filed:	11-02-15 ⁰⁷⁻¹⁴⁻¹⁷	By: Christopher B. Clark President, Northern States Power Company, a Minnesota corporation	Effective Date:	10-01-17
Docket No.	E002/GR-15- 826E,G002/M-17-		Order Date:	06-12-17

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

CONTACT LIST

Section No. 2
4th Revised Sheet No. 1

Listed below is the name, title, address, and telephone numbers of Northern States Power Company personnel to be contacted in connection with:

All Matters Relating to Rates and Rules	Christopher B. Clark President, Northern States Power Company, a Minnesota corporation 414 Nicollet Mall Minneapolis, MN 55401 Telephone No. 1-800-328-8226
Emergencies & Outages	1-800-895-1999
Residential Customer Service	1-800-895-4999
Business Solutions Center (Commercial / Industrial Customer Service)	1-800-481-4700
TDD/TYY (Hearing Impaired Services)	1-800-895-4949
Internet Address	www.xcelenergy.com

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Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E,G002/M-17-

Order Date:

Docket No. E,G002/M-17-____
Customer Communication Preferences Petition
Attachment Q

Tarriff Sheets Contact Information (Gas)
Redline & Clean

MINNESOTA GAS RATE BOOK - MPUC NO. 2

CONTACT LIST

Section No. 2

~~5th~~^{6th} Revised Sheet No. 1

Listed below are the name, title, address, and telephone numbers of Northern States Power Company personnel to be contacted in connection with:

All Matters Relating to Rates and Rules	Judy M. Pifer <u>Christopher B. Clark</u> President, and CEO of Northern States Power Company, a Minnesota corporation 414 Nicollet Mall Minneapolis, MN 55401 Telephone No. 1-800-328-8226	T I
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Date Filed:	11-12-09 <u>07-14-17</u>	By: Judy M. Pifer <u>Christopher B. Clark</u>	Effective Date:	05-01-11
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MINNESOTA GAS RATE BOOK - MPUC NO. 2

CONTACT LIST

Section No. 2
6th Revised Sheet No. 1

Listed below are the name, title, address, and telephone numbers of Northern States Power Company personnel to be contacted in connection with:

All Matters Relating to Rates and Rules	Christopher B. Clark President, Northern States Power Company, a Minnesota corporation 414 Nicollet Mall Minneapolis, MN 55401 Telephone No. 1-800-328-8226	T T
Gas Emergencies & Outages	1-800-895-2999	
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Business Solutions Center (Commercial / Industrial Customer Service)	1-800-481-4700	
TDD/TYY (Hearing Impaired Services)	1-800-895-4949	
Internet Address	www.xcelenergy.com	

Date Filed: 07-14-17

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. EG002/M-17-

Order Date:

CERTIFICATE OF SERVICE

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

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

xx via electronic filing

Docket No. **E,G002/M-17**____

Dated this 14th day of July 2017

/s/

Carl Cronin
Records Analyst

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