# STATE OF MINNESOTA BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

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

IN THE MATTER OF THE PETITION OF NORTHERN STATES POWER COMPANY FOR APPROVAL OF MODIFICATIONS TO THE COMPANY'S STANDARD BILLING FORM TO ADD CERTAIN SPANISH TRANSLATION ELEMENTS DOCKET NO. E,G002/M-19-\_\_\_\_

PETITION

# INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Petition for approval to modify the Standard Billing Form to add Spanish translations to key elements of the existing bill format as set forth in the Company's Minnesota Electric and Natural Gas Rate Books. We make this request pursuant to Minn. Stat. § 216B.05 and Minn. R. 7829.1300.

Specifically, we request that the Commission approve the proposed tariff sheets containing the modified Standard Billing Form with Spanish translations for key elements on the bill. We have made similar changes to the bill format in other Xcel Energy operating companies, which has enhanced the understanding of the bill content for our Spanish-speaking customers.

# I. SUMMARY OF FILING

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

# II. GENERAL FILING INFORMATION

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

 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 Matt Harris Principal Attorney Xcel Energy 414 Nicollet Mall – 401 - 8<sup>th</sup> Floor Minneapolis, MN 55401 (612) 330-7641

# C. Date of Filing and Date Modified Rates Take Effect

The date of this filing is February 1, 2019. The Company requests the approval of the modified Standard Billing Form and related tariffs sheets to be effective upon issuance of the Commission's Order.

# D. Statute Controlling Schedule for Processing the Filing

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

Commission Rules define this type of filing as a "miscellaneous filing" under Minn. R. 7829.0100, subp. 11 because no determination of the Company's overall revenue requirement is necessary. Minn. R. 7829.1400, subps. 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

Gail Baranko Regulatory Manager Xcel Energy 414 Nicollet Mall – 401 7<sup>th</sup> Floor Minneapolis, MN 55401 (612) 330-6935

# III. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

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

# 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

Matt Harris	Lynnette Sweet
Principal Attorney	Regulatory Administrator
Xcel Energy	Xcel Energy
414 Nicollet Mall (401–8 <sup>th</sup> Floor)	414 Nicollet Mall, 401–7 <sup>th</sup> Floor
Minneapolis, MN 55401	Minneapolis, MN 55401
Matt.b.harris@xcelenergy.com	regulatory.records@xcelenergy.com

# V. DESCRIPTION AND PURPOSE OF FILING

# A. Background

As part of our ongoing commitment to providing high quality service to our customers, our Customer Care organization periodically evaluates aspects of its practices. In examining call trends for the Company's affiliate Southwestern Public Service Company (SPS) operating company, they identified a top reason for billing-related calls were from Spanish-speaking customers requesting straightforward information such as their account balance. In response, we brainstormed ways to cost-effectively implement changes that would aid Spanish-speaking customers to understand key aspects of their bills.

We decided to add certain Spanish language translations to the headings of key aspects of the bill, including account balance, to facilitate better understanding of the basic billing elements. These additions not only helped customers better understand their bill, it also reduced their need to call with questions regarding their balance or the bill's due date – resulting in an enhanced customer experience and fewer customer calls for the Company. We are proposing to implement these bill changes in Minnesota, which we believe will also aid Spanish-speaking Minnesotans.

# B. Purpose of Filing

We are requesting to add Spanish translations to certain labels on the current bill format including:

- Account Balance,
- Amount Due

We chose these bill elements to maximize understanding of key billing components – also with efficiency in mind. Specifically, we can add the Spanish translation to these bill labels without the need for software changes in our customer information system – and avoiding the addition of extra pages to the bill – both of which save one-time and ongoing (postage) costs. Otherwise, the design and format of the bill remain unchanged. We provide a mockup of the proposed modifications as Attachment A. For ease of review, we have highlighted the proposed modifications in Attachment A.

We believe these proposed changes are appropriate to also implement in Minnesota. Spanish leads the nearest other language spoken in the homes of Minnesotans ages five and older by a significant margin. According to the Minnesota State Demographic Center, in 2015, 11.1 percent of Minnesotans (age 5+) spoke a language other than English at home; behind English, the most common language spoken is Spanish, with about 194,121 speakers.<sup>1</sup>

By taking advantage of available space on the existing Standard Bill Forms, we are able to implement this change at little incremental cost – and expect it to significantly improve service to our Spanish-speaking customers. We believe these changes will additionally have a positive impact on the Company's call center operational effectiveness by reducing the number of customer calls directed to representatives for basic bill information.

# C. Proposed Tariff Sheets

As outlined above, we are seeking approval to modify our Standard Billing Forms in our Electric and Natural Gas Rate Books to reflect these changes. We provide the proposed tariff updates as Attachment B in both redline and clean formats as follows:

# Minnesota Electric Rate Book – MPUC No. 2

Section No. 8, 5<sup>th</sup> Revised Sheet No. 2 Section No. 8, 5<sup>th</sup> Revised Sheet No. 3

<sup>&</sup>lt;sup>1</sup> See <u>https://mn.gov/admin/demography/data-by-topic/immigration-language/</u>

Section No. 8, 5<sup>th</sup> Revised Sheet No. 4

# Minnesota Natural Gas Rate Book – MPUC No. 2

Section No. 8, 6<sup>th</sup> Revised Sheet No. 2 Section No. 8, 6<sup>th</sup> Revised Sheet No. 3 Section No. 8, 6<sup>th</sup> Revised Sheet No. 4

# CONCLUSION

Xcel Energy respectfully requests that the Commission approve the Company's proposed modification to our Standard Billing Forms to improve understanding and enhance service for our Spanish-speaking customers.

Dated: February 1, 2019

Northern States Power Company

# STATE OF MINNESOTA BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

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

IN THE MATTER OF THE PETITION OF NORTHERN STATES POWER COMPANY FOR APPROVAL OF MODIFICATIONS TO THE COMPANY'S STANDARD BILLING FORM TO ADD CERTAIN SPANISH TRANSLATION ELEMENTS DOCKET NO. E,G002/M-19-\_\_\_\_

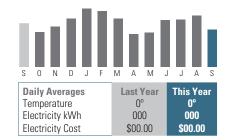
SUMMARY

# **SUMMARY OF FILING**

Please take notice that on February 1, 2019, Northern States Power Company, doing business as Xcel Energy, filed with the Minnesota Public Utilities Commission a Petition seeking approval to add Spanish language additions to its Standard Bill Form contained in its Natural Gas and Electric Rate Books.



# YOUR MONTHLY ELECTRICITY USAGE



## **QUESTIONS ABOUT YOUR BILL?**

See our website:	xcelenergy.com
Email us at:	Customerservice@xcelenergy.com
Call Mon - Fri 7 a. Please Call: Hearing Impaired: Español:	
Or write us at:	XCEL ENERGY PO BOX 8 EAU CLAIRE WI 54702-0008
Like us on	Follow us
Facebook	on Twitter You Tube

NORTHERN STATES POWER COMPANY

Attachment A - Page 1 of 9 Standard Customer Bill

PAGE 1 of 4

SERVICE ADDRESS	ACCOUNT	ACCOUNT NUMBER		
JOHN E. CUSTOMER	51-123456	51-1234567890-1		
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.00	

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

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

# ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance	As of MM/DD	\$00.00
Payment Received	Auto Pay MM/DD	<u>- \$00.00</u> CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due ( <i>Cantidad debida</i> )		\$00.00

# **INFORMATION ABOUT YOUR BILL**

Thank you for your payment.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE		AI	NOU	IT EN	CLOS	ED	
51-1234567890-1	MM/DD/YYYY	MM/DD/YYYY \$00.00			ated	Ban	k Pay	/men	t
	Your bill is paid through an				NO	VEMI	BER		
	automa	automated bank payment plan.		M	T	W	Т	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		1		1

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իշիդ/հակոսեզիշիթվումեցիակերի **XCEL ENERGY** P.O. BOX 9477 MPLS, MN 55484-9477

## Attachment A - Page 2 of 9 Standard Customer Bill

PAGE 2 of 4



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
JOHN E. CUSTOMER	51-1234567890-1 <b>STATEMENT NUMBER STATEMENT DATE</b>		MM/DD/YYYY
MARTHA W. CUSTOMER 1234 ANY STREET			AMOUNT DUE
ANY CITY, MN 00000-0000	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: R	esidentia	al Service	
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 <b>CR</b>
Windsource 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 <b>CR</b>
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 <b>CR</b>
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

Attachment A - Page 3 of 9 Standard Customer Bill PAGE 3 of 4



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

# **INFORMATION ABOUT YOUR BILL**

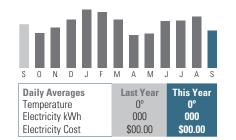
For an average residential customer, \_\_% of your bill refers to power plant costs, \_\_% to high voltage line costs and \_\_% to the cost of local wires connected to your home.



CUSTOMER MESSAGING



# YOUR MONTHLY ELECTRICITY USAGE



## **QUESTIONS ABOUT YOUR BILL?**

See our website: Email us at:	xcelenergy.com Customerservice@xcelenergy.com
Call Mon - Fri 7 a. Please Call: Hearing Impaired: Español:	
Or write us at:	XCEL ENERGY PO BOX 8 EAU CLAIRE WI 54702-0008
Like us on Facebook	Follow us on Twitter

NORTHERN STATES POWER COMPANY	Attachment A - Page 4 of 9 Automatic Payment Plan Customer Bill PAGE 1 of 4			
SERVICE ADDRESS	ACCOUNT N	DUE DATE		
JOHN E. CUSTOMER	51-1234567890-1		MM/DD/YYYY	
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.00	

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

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

## ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	<u>- \$00.00</u> CR
Balance Forward		\$00.00
Current Charges		\$00.00
Amount Due (Cantidad debida)		\$00.00

# **INFORMATION ABOUT YOUR BILL**

Thank you for your payment.



/Y®	ACCOUNT NUMBER	DUE DATE AMOUNT DUE AMOUNT ENCLOSED								
1	51-1234567890-1	MM/DD/YYYY	\$00.00							
		Your bi	ll is paid through an			NO	VEME	BER		
		automated bank payment plan.			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
10061 **5 DGT				28	29	30				
10001 5 DG1										

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

PAGE 2 of 4



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SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER	
JOHN E. CUSTOMER	51-123456	7890-1	MM/DD/YYYY
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
ANY CITY, MN 00000-0000	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 INFORMA	TION			
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: R	esidentia	al Service	
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 <b>CR</b>
Windsource 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 <b>CR</b>
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 <b>CR</b>
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



	Automatic Pa	Attachment A - Pa ayment Plan Custo	•
SERVICE ADDRESS	ACCOUNT N	IUMBER	DUE DATE
JOHN E. CUSTOMER MARTHA W. CUSTOMER 1234 ANY STREET ANY CITY, MN 00000-0000	51-123456	7890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	0123456789	MM/DD/YYYY	\$00.00

# **INFORMATION ABOUT YOUR BILL**

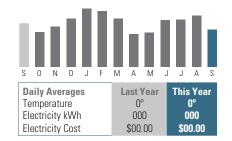
For an average residential customer, \_\_% of your bill refers to power plant costs, \_\_% to high voltage line costs and \_\_% to the cost of local wires connected to your home.



CUSTOMER MESSAGING



# YOUR MONTHLY ELECTRICITY USAGE



## **QUESTIONS ABOUT YOUR BILL?**

See our website: Email us at:	xcelenergy.com Customerservice@xcelenergy.com
Call Mon - Fri 7 a. Please Call: Hearing Impaired: Español:	
Or write us at:	XCEL ENERGY PO BOX 8 EAU CLAIRE WI 54702-0008
Like us on Facebook	Follow us on Twitter You Tube

NORTHERN STATES POWER COMPANY

Attachment A - Page 7 of 9 Reminder Notice Bill

NORTHERN STATES POWER COMPANY		Reminder N	otice Bill	PAGE 1 of 4	
SERVICE ADDRESS	ACCOUNT N	DUE D	ATE		
JOHN E. CUSTOMER	51-123456	67890-1	MM/DD/YYYY		
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUN	T DUE	
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	<b>\$00</b> .	00	

# Your Account is Overdue - Please Pay Immediately

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

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

### ACCOUNT BALANCE (Balance de su cuenta)

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

<b>Xcel</b> Energy®	ACCOUNT NUMBER	COUNT NUMBER DUE DATE AMOUNT DUE		AMOUNT ENCLOSED								
	51-1234567890-1	MM/DD/YYYY	\$0.00									
		Please s	ee the back of this bill for	NOVEMBER								
		more information regarding the late					W	Τ	F	S		
		payment	charge. Pay on or before		1	2	3	4	5	6		
		the date	due to avoid assessment	7	8	9	10	11	12	13		
		of a	late payment charge.	14	15	16	17	18	19	20		
			e your check payable to	21	22	23	24	25	26	27		
90 FP 1 B 1 1 A 10061 10061 **5 DGT			XCEL ENERGY.	28	29	30				I		

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իշիդ/հակոսեզիշիթվումեցիակերի **XCEL ENERGY** P.O. BOX 9477 MPLS, MN 55484-9477

#### Attachment A - Page 8 of 9 Reminder Notice Bill



		Reminder No	tice Bill	PAGE 2 of 4
SERVICE ADDRESS	ACCOUNT NUMBER		DUE D/	ATE
JOHN E. CUSTOMER	51-1234567890-1		MM/DD/	үүүү
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT	DUE
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.0	)0

#### 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 : 00000000	00 Read Dates: MI	M/DD/YY - MM/DD/YY (00 Day	rs)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE		
Total Energy	00000 Estimate	00000 Actual	000 kWh		

ELECTRICITY CHARGES	RATE: R	esidentia	al Service	
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Basic Service Chg				\$00.00
City Req Fac Surchg				\$00.00
Res Savers Switch AC				- \$00.00 <b>CR</b>
Windsource 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 <b>CR</b>
Low Income Cr Fuel	000	kWh	- \$0.000000	- \$00.00 <b>CR</b>
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

#### Attachment A - Page 9 of 9 Reminder Notice Bill



		Reminder No	tice Bill	PAGE 3 of 4
SERVICE ADDRESS	ACCOUNT NUMBER DUE		DUE D/	ATE
JOHN E. CUSTOMER	51-123456	51-1234567890-1		үүүү
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT	T DUE
ANY CITY, MN 00000-0000	0123456789 MM/DD/YYYY		\$00.0	00

# **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.



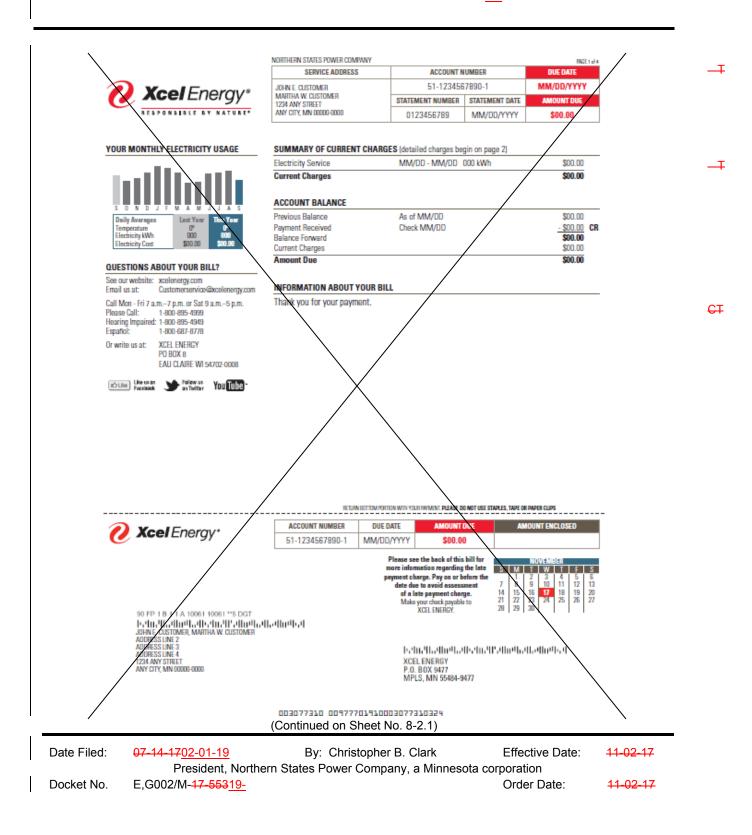
CUSTOMER MESSAGING

# Electric

# Redline

## STANDARD CUSTOMER BILL

Section No. 8 4th5th Revised Sheet No. 2



Τ

Ι

Northern States Power Company, a Minnesota corporation Minneapolis, Minnesota 55401 MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

# STANDARD CUSTOMER BILL

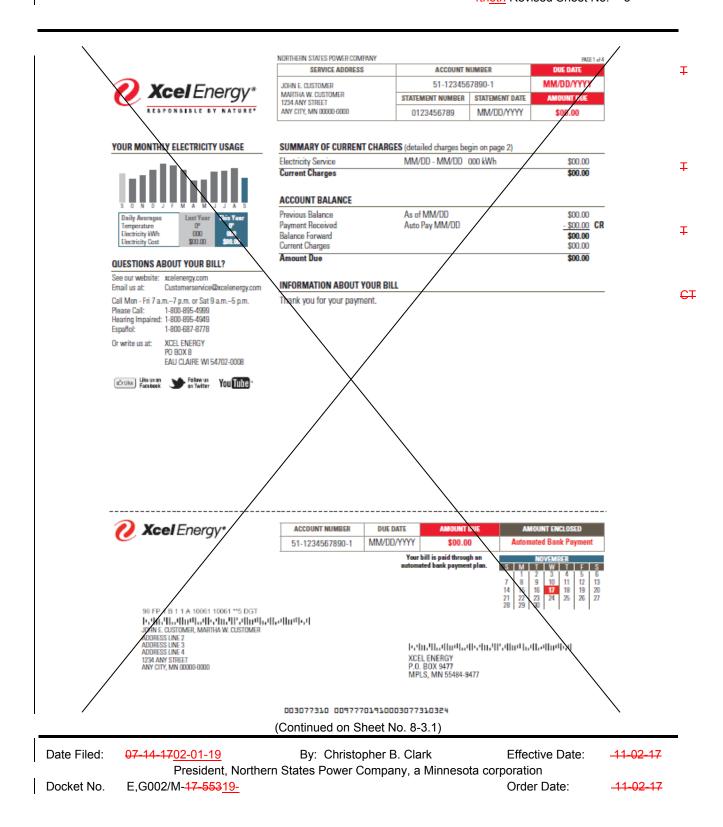
# Section No. 8

4th<u>5th</u> Revised Sheet No. 2

		NORTHERN STATES POWER COM SERVICE ADDRESS		ACCOUNT N	UMBER	DUE DATE	
1		JOHN & CUSTOMER		51-123456		MM/DD/YYYY	
(	Xcel Energy*	MARTHA W. CUSTOMER	STATEM	IENT NUMBER	STATEMENT DATE	AMOUNT DUE	
	RESPONSIBLE BY NATURE*	1234 ANY STREET ANY CITY, MN 00000-0000	012	3456789	MM/DD/YYYY	\$00.00	
Solo Ema Call Pica Espa Or w	AR MONTHLY ELECTRICITY USAGE	SUMMARY OF CURRENT Electricity Service Current Charges ACCOUNT BALANCE (B Previous Balance Payment Received Balance Forward Current Charges Amount Due (Cantidad du INFORMATION ABOUT Y Thank you for your paym	MM/D alance de su cuenta As of I Check abida/ YOUR BILL	ID - MM/DD		\$00.00 \$00.00 - \$00.00 - \$00.00 \$00.00 \$00.00 \$00.00	
	Festevel Tourney						
(		ACCOUNT NUMBER	DUE DATE	AMDUNT STO D		AQUINT EINCLOSED	
6		51-1234567890-1	MM/DD/YYYY Yeer b automat	\$00.01 ill is paid throug od bank paymen	0 h 20 f plan. 3 7 8 14 15 21 27 28 23 10.410.411,4110,410,64	NUVer         1         6         8           2         3         4         5         6           9         10         11         12         13           16         17         16         19         20           23         24         25         26         27           50         2         34         25         25         27	<b></b> _
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## AUTOMATIC PAYMENT PLAN CUSTOMER BILL

Section No. 8 4th5th Revised Sheet No. 3



# AUTOMATIC PAYMENT PLAN CUSTOMER BILL

# Section No. 8

4th<u>5th</u> Revised Sheet No. 3

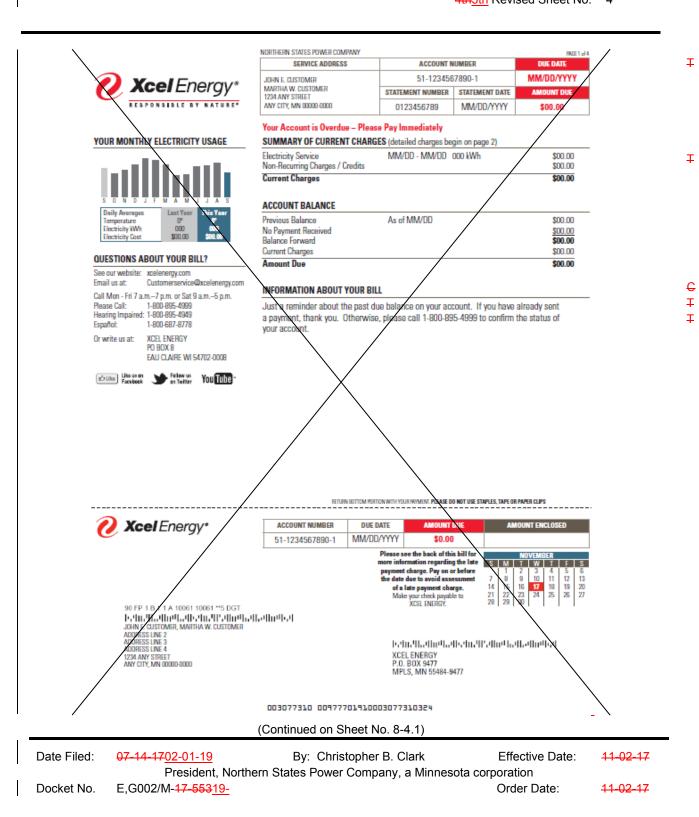
		NORTHERN STATES POWER COM SERVICE ADDRESS		ACCOUNT N	UMRER	BAGE 1 of DUE DATE	4
		JOHN E. CUSTOMER	-	51-123456		MM/DD/YYYY	
	<b>Xcel</b> Energy*	MARTHA W. CUSTOMER	STATE	EMENT NUMBER	1	AMOUNT DUE	
	RESPONSIBLE BY NATURE*	1234 ANY STREET ANY CITY, MN 00000-0000		123456789	MM/DD/YYYY	\$00.00	
	YOUR MONTHLY ELECTRICITY USAGE	SUMMARY OF CURREN		ailed charges be		\$00.00	_
	a selle set	Current Charges		100 1111100		\$00.00	
		ACCOUNT BALANCE (#	lalance de su cuen	ita)			
	S O N D J F M A M J J A S Daily Averages Last Year This Year	Previous Balance	As o	rf MM/DD		\$00.00	_
	Temperature 0° 0°	Payment Received	Auto	Pay MM/DD		- \$00.00 C	R
	Electricity kWh 000 000 Electricity Cost \$00.00 \$00.00	Balance Forward				\$00.00 \$00.00	
		Current Charges				\$00.00	
	QUESTIONS ABOUT YOUR BILL?	Amount Due (Cantidad d	leb/da/			000.00	
	See our website: xcelenergy.com Email us at: Customerservice@xcelenergy.com	INFORMATION ABOUT	YOUR BILL				
	Call Mon - Fri 7 a.m 7 p.m. or Sat 9 a.m 5 p.m. Please Call: 1-800-895-4949 Hearing Impaired: 1-800-895-4949 Español: 1-800-887-8778	Thank you for your paym	nent.				_
	Or write us at: XCEL ENERGY PO BOX 8 EAU CLAIRE WI 54702-0008						
_							
-	2 Yaal Enormy		DUE DATE	AMOUNT			
-	<b>∂ Xcel</b> Energy*	ACCOUNT NUMBER	DUE DATE MM/DD/YYYY	AMOUNT \$00.0		IOUNT ENCLOSED	
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## **REMINDER NOTICE BILL**

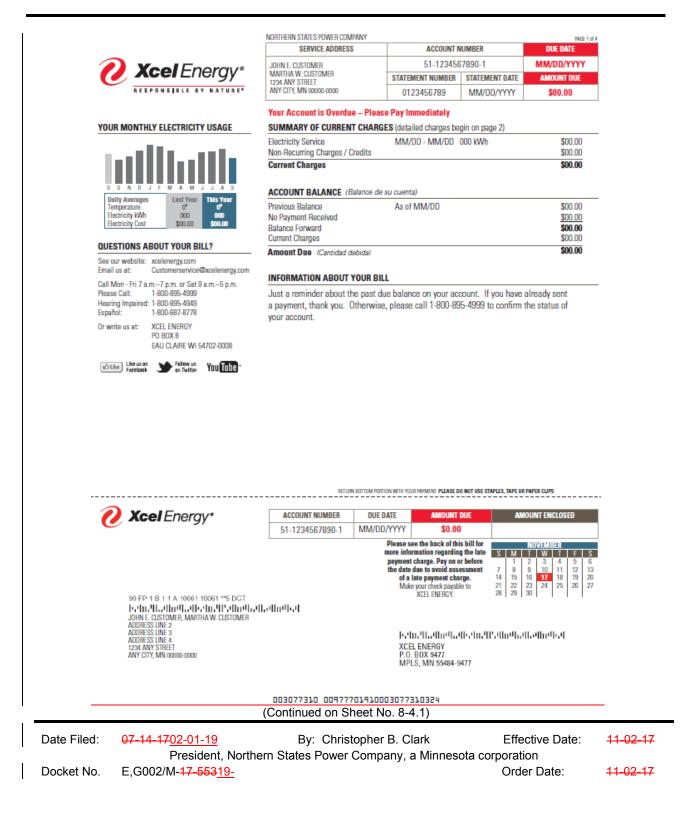
Section No. 8 4th5th Revised Sheet No. 4



#### **REMINDER NOTICE BILL**

Section No. 8

4th5th Revised Sheet No. 4



Attachment B Page 9 of 24

# Clean

## STANDARD CUSTOMER BILL

#### Section No. 8 5th Revised Sheet No. 2

0	Xcel Energy*
	RESPONSIBLE BY HATURE*

NUHTHERN STATES POWER COMPANY			PMG 1 d 4	
SERVICE ADORESS	ACCOUNTIN	ACCOUNT NUMBER		
JOHN E. CUSTOMER	51-123458	51-1234567890-1		
MARTHA W. CLISTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.00	

YOUR MONTHLY ELECTRICITY USAGE



Email us at: Customerservice@ecelenergy.com

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

int the Facebook Strate You Tube

**QUESTIONS ABOUT YOUR BILL?** See our website: scelenergy.com

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

# 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 (Balance	e de su cuenta)	
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 (Cantidad dabida)		\$00.00

Amount Due (Cantidad dobida)

INFORMATION ABOUT YOUR BILL Thank you for your payment.

0	Xcel	Ene	rgy•	

90 FP 1 B 1 1 A 10061 10061 **5 IDGT
Is the file the first is the file file first of the first
JOHN E. CUSTOMER, MARTHA W. CLISTOMER
ADDRESS LINE 2
ADDRESS LINE 3
ADDRESS LINE 4
1234 ANY STREET
ANY CITY MN 00000-0000

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UNT ENCLOSED

SMITHIS

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

IOUNT DUE

\$00.00 Your bill is paid through an automated bank payment plan.

003077310 00977701910003077310324

DUE DATE

MM/DD/YYYY

(Continued on Sheet No. 8-2.1)

Date Filed:	02-01-19	By: Christopher B. Clark	Effective Date:
	President, Northern St	ates Power Company, a Minnesota co	orporation
Docket No.	E,G002/M-19-		Order Date:

ACCOUNT NUMBER

51-1234567890-1

# Т

## AUTOMATIC PAYMENT PLAN CUSTOMER BILL

## Section No. 8 5th Revised Sheet No. 3

\$00.00

0	<b>Xcel</b> Energy*
	RESPONSIBLE BY NATURE*

NORTHERN STATES POWER COMPANY			PAGE 1 of 4
SERVICE ADDRESS	ACCOUNT N	UMBER	DUE DATE
JOHN E. CUSTOMER	51-123458	7890-1	MM/DD/YYYY
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.00

MM/DD - MM/DD 000 kWh

#### YOUR MONTHLY ELECTRICITY USAGE



QUESTIONS ABOUT YOUR BILL? See our website: xcelenergy.com Email us at: Customerservice@xcelenergy.com

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

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

Intrulie Like us an Twitter You Tube-

EAU CLAIRE WI 54702-0008

Current Charges		\$00.00
ACCOUNT BALANCE (Bala	nce de su cuenta)	
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 (Cantidad debi	da)	\$00.00

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

Amount Due (Cantidad debida)

Electricity Service

INFORMATION ABOUT YOUR BILL

Thank you for your payment.

	Xcel Energy*	ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
e	2.	51-1234567890-1	MM/DD/YYYY	\$00.00	Automated Bank Payment
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		(Continued on S	heet No. 8-	3.1)	
e Filed:	02-01-19 President, Northe	By: Christo	•		Effective Date:

Docket No. E,G002/M-19-

Order Date:



#### **REMINDER NOTICE BILL**

#### Section No. 8 4

DUE DATE MM/DD/YYYY

AMOUNT DUE

\$00.00

\$00.00

\$00.00 \$00.00

PAGE 1 of 4

5th Revised Sheet No.



#### YOUR MONTHLY ELECTRICITY USAGE



Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m. 1-800-895-4999

1-800-687-8778

white Excepses Selection us You Tube

Customerservice@xcelenergy.com

EAU CLAIRE WI 54702-0008

**QUESTIONS ABOUT YOUR BILL?** 

See our website: xcelenergy.com

Hearing Impaired: 1-800-895-4949

Or write us at: XCEL ENERGY PO BOX 8

Email us at:

Please Call:

Español:

Current Charges	
ACCOUNT BALANCE (Balance de su cuenta)	

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

Balance Forward	\$00.00
No Payment Received Releases Forward	\$00.00

ACCOUNT NUMBER

51-1234567890-1

STATEMENT NUMBER STATEMENT DATE

MM/DD - MM/DD 000 kWh

MM/DD/YYYY

0123456789

INFORMATION ABOUT YOUR BILL

NORTHERN STATES POWER COMPANY

IOHN F CLISTOMER

1234 ANY STREET

Electricity Service

Non-Recurring Charges / Credits

MARTHA W. CUSTOMER

ANY CITY, MN 00000-0000

SERVICE ADDRESS

Your Account is Overdue – Please Pay Immediately

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.

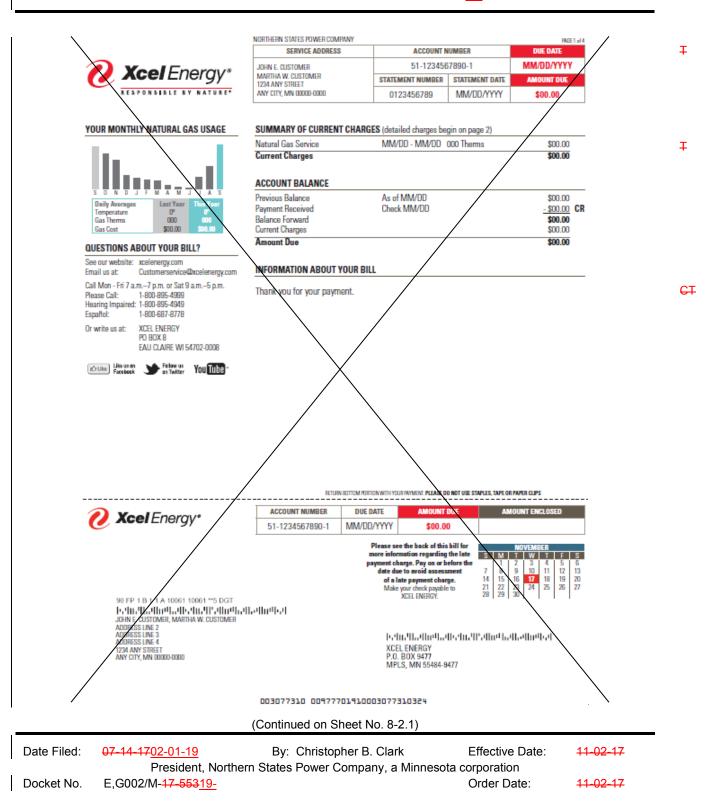
HETURN BOTTOM PORTION WITH YOUR RAYMENT. PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS 💋 Xcel Energy\* ACCOUNT NUMBER DUE DATE AMOUNT DUE AMOUNT ENCLOSED 51-1234567890-1 MM/DD/YYYY \$0.00 Please see the back of this bill for NOVEMBER S M T W T F S more information regarding the late 3 10 17 payment charge. Pay on or before the date due to avoid assessment 4 12 19 26 13 20 27 11 18 7 14 21 28 8 15 22 29 of a late payment charge. Make your check payable to XCEL ENERGY. 16 23 30 25 90 FP 1 B 1 1 A 10061 10061 \*\*5 DGT <u>ԵՎավեզիան գուղ Եվրան գետիսի</u>ս Is the first of the state of the first of the first of the state of th XCEL ENERGY P.O. BOX 9477 MPLS, MN 55484-9477 003077310 00977701910003077310324 (Continued on Sheet No. 8-4.1) By: Christopher B. Clark Date Filed: 02-01-19 Effective Date: President, Northern States Power Company, a Minnesota corporation Docket No. E,G002/M-19-Order Date:

# Gas

# Redline

## STANDARD CUSTOMER BILL

### Section No. 8 5th6th Revised Sheet No. 2



### STANDARD CUSTOMER BILL

## Section No. 8 <u>5th6th</u> Revised Sheet No. 2

0	<b>Xcel</b> Energy®	
	RESPONS BLE BY NATURE®	

NORTHERN STATES POWER COMPANY			PAGE 1 of 4
SERVICE ADDRESS	ACCOUNT N	UMBER	DUE DATE
JOHN E. CUSTOMER	51-123456	57890-1	MM/DD/YYYY
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.00

#### 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

#### 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 (E	lalance de su cuenta)	
Previous Balance	As of MM/DD	\$00.00
Payment Received	Check MM/DD	<u>- \$00.00</u> CR
Balance Forward		\$00.00
Current Charges		\$00.00

# INFORMATION ABOUT YOUR BILL

Thank you for your payment.

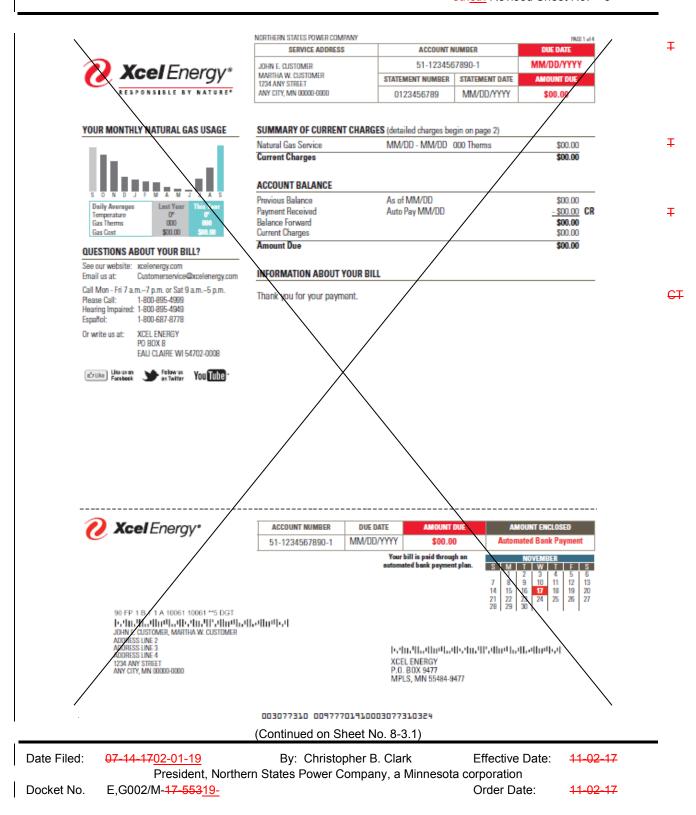
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	51-1234567890-1	MM/DD/YYYY	\$00.00							
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		autoina	teu bank payment pian.	5	M	2	3	-	F	1
				7	8	2 9	10	11	12	
				14	15	16	17	18	19	
				21	22	23	24	25	26	
				28	29	30			1	
90 FP 1 B 1 1 A 10061 10061 **5 DGT										
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ADDRESS LINE 4			ENERGY		• •••			•••		
1234 ANY STREET ANY CITY, MN 00000-0000			B0X 9477							
And only and opportunity			S, MN 55484-9477							

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## AUTOMATIC PAYMENT PLAN CUSTOMER BILL

#### Section No. 8 5th6th Revised Sheet No. 3



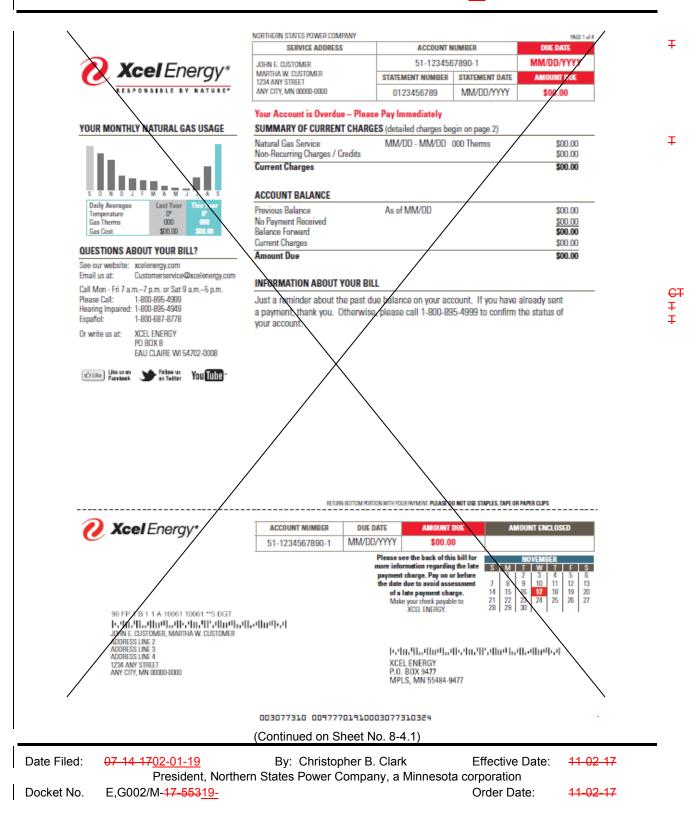
# AUTOMATIC PAYMENT PLAN CUSTOMER BILL

# Section No. 8 <u>5th6th</u> Revised Sheet No. 3

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Daily Averages Temperature Bectricity KWh       Daily Tear 000       This Tear 000       Payment Received Balance Forward       Auto Pay MM/DD       -\$00.00         Balance Forward       S00.00       S00.00       S00.00       \$00.00       S00.00         PESTIONS ABOUT YOUR BILL?       Auto Pay MM/DD       -\$00.00       S00.00         a our website:       xcelenergy.com ail us at:       Customerservice@xcelenergy.com       Mount Due       (Cantidad debida)       \$00.00         IMOn - Fri 7 a.m7 p.m. or Sat 9 a.m5 p.m. ase Call:       1.800-885-4999 aring Impaired:       1.800-885-4949 aniol:       1.800-887-8778 KeLU CLAIRE WI 54702-0008       Thank you for your payment.	Diampentany of the test of
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a our website: xcelenergy.com ail us at: Customerservice@xcelenergy.com I Mon - Fri 7 a.m7 p.m. or Sat 9 a.m5 p.m. ase Call: 1-800-895-4999 aring Impointed: 1-800-897-8778 write us at: XCEL ENERGY PO BOX 8 EAU CLAIRE WI 54702-0008	Bee our website:       xcalenergy.com         mail us at:       Customerservice@xcalenergy.com         Iall Mon. Fit 7 a.m7 µ.m. or Sat 9 a.m5 µ.m.       1800-855-4949         leasa Calt:       1-800-855-4949         spahol:       1-800-855-4949         spahol:       1-800-857-4978         PO BOX 8       EAU CLAINE WI 54702-0008         Ever Claine:       You Import         Presence:       You Import         Presence:       You Import         Presence:       You Import         Presence:       Account number       Due Date       Amount But         Presence:       You Import       Son 00       Automated Bank Payment         Presence:       You Import       Son 00       Automated Bank Payment
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Like Long State Follow us You The -	Facebook         Initial           Contract         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         NOVEMBER           7         8         9         10         11         12         1           21         22         23         24         25         25         25         25
	51-1234567890-1         MM/DD/YYYY         \$00.00         Automated Bank Payment           Your bill is paid through an automated bank payment plan.         NOVEMBER         I         Z         3         4         5         0           1         1         2         3         4         5         1
2 XcelEnergy <sup>®</sup> Account number due date Amount due Amount enclosed	Storage         Storage         MM/DD/YYYY         Storage         Automated Bank Payment           Your bill is paid through an automated bank payment plan.           Your bill is paid through an automated bank payment plan.         1         2         3         4         5           1         1         2         3         4         5         1
	automated bank payment plan.         S         M         T         W         T         F           1         2         3         4         5         9         10         11         12         13         4         5           1         4         15         16         17         18         19         2
automated bank payment plan. S M T W T F	90 FP 1 B 1 1 A 10061 10061 **5 DG1
14     15     16     17     18     19       21     22     23     24     25     26       29     FP 1 B 1 1 A 10061 10061 **5 DGT     28     29     30     26	
14 15 16 <b>17</b> 18 19 21 22 23 24 25 26 28 29 30	JOHN E. CUSTOMER, MARTHA W. CUSTOMER ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4 1234 ANY STREET ANY CITY, MN 00000-0000 P.O. BOX 9477
14       15       16       17       18       19         21       22       23       24       25       26         90 FP 1 B 1 1 A 10061 10061 **5 DGT       28       29       30       29       20         14       15       16       17       18       19         21       22       23       24       25       26         30 H E. CUSTOMER, MARTHA W. CUSTOMER       ADDRESS LINE 2       ADDRESS LINE 3       1-111.111111.01111111.01111011	JOHN E. CUSTOMER, MARTHA W. CUSTOMER         ADDRESS LINE 2         ADDRESS LINE 3         ADDRESS LINE 4         XCEL ENERGY         ANY STREET         XCUTY, MN 00000-0000         MPLS, MN 55484-9477

#### **REMINDER BILL NOTICE**

Section No. 8 5th6th Revised Sheet No. 4



# REMINDER BILL NOTICE

# Section No. 8 <u>5th6th</u> Revised Sheet No. 4

	NORTHERN STATES POWER COM	PANY			PAGE 1
	SERVICE ADDRESS	S	ACCOUNT N	UMBER	DUE DATE
🕖 Xcel Energy®	JOHN E. CUSTOMER		51-123456	67890-1	MM/DD/YYYY
	MARTHA W. CUSTOMER 1234 ANY STREET	STATE	MENT NUMBER	STATEMENT DATE	AMOUNT DUE
RESPONSIBLE BY NATURE®	ANY CITY, MN 00000-0000	01	23456789	MM/DD/YYYY	\$00.00
	Your Account is Overdu	e – Please Pay I	mmediately		
YOUR MONTHLY ELECTRICITY USAGE	SUMMARY OF CURREN	T CHARGES (deta	ailed charges be	gin on page 2)	
alla and	Electricity Service Non-Recurring Charges / C		/DD - MM/DD	000 kWh	\$00.00 \$00.00
	Current Charges				\$00.00
	ACCOUNT BALANCE (B	Balance de su cuen	ta)		
Daily Averages Last Year This Year Temperature 0° 0°	Previous Balance	As o	f MM/DD		\$00.00
Electricity kWh 000 000 Electricity Cost \$00.00	No Payment Received Balance Forward				\$00.00 \$00.00
	Current Charges				\$00.00
QUESTIONS ABOUT YOUR BILL?	Amount Due (Cantidad d	lebida)			\$00.00
See our website: xcelenergy.com					
Email us at: Customerservice@xcelenergy.com	INFORMATION ABOUT	YOUR BILL			
Call Mon - Fri 7 a.m.–7 p.m. or Sat 9 a.m.–5 p.m. Please Call: 1-800-895-4999	Just a reminder about th			count If you have	already sort
Hearing Impaired: 1-800-895-4999	a payment, thank you. (				
Español: 1-800-687-8778	your account.	otilei wise, pieas	c call 1-000-00	10-4000 to commit	the status of
Or write us at: XCEL ENERGY	Joan abooant.				
PO BOX 8 EAU CLAIRE WI 54702-0008					
EAU GEAINE WI 54702-0008					
er Like us on Follow us Follow us Facebook					
	87184	N BOTTOM BODTON WITL Y	NO DAVISONT DECASE D	N WAT HER STADLES TADE OF	2 DABCO PILIDS
	RETUR	N BOTTOM PORTION WITH Y		O NOT USE STAPLES, TAPE O	
<b>Vcel</b> Energy®	ACCOUNT NUMBER	DUE DATE	AMOUNT	DUE AN	APAPER CUPS IOUNT ENCLOSED
<b>Vcel</b> Energy®		DUE DATE MM/DD/YYYY	AMOUNT \$0.00	DUE AN	NOUNT ENCLOSED
90 FP 1 B 1 1 A 10061 10061 **5 DGT	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymen the dat of a	AMOUNT	DUE AW is bill for g the late or before 1 essment 7 8 arge. 14 15	
90 FP 1 B 1 1 A 10061 10061 **5 DGT [고.]]]]]]]]]]	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymen the dat of a	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o e due to avoid asse late payment cha ke your check payab	DUE AM is bill for r before 1 essment 7 8 rge. 14 15 le to 21 222	NOVEMBER           T         W         T         F           2         3         4         5           9         10         11         12           16         17         18         19         19           23         24         25         26         12
90 FP 1 B 1 1 A 10061 10061 **5 DGT 1111111111111111111	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please : more inf paymen the dat of a Ma	AMOUNT S0.00 see the back of thi ormation regardin tt charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY.	DUE AM s bill for g the late r before 1 essment 7 le to 21 28 29	NOVEMBER         F           7         W         T         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT 1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymee the dat of a Ma	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY. IIII,'II,'IIII'I,'I EL ENERGY	DUE AM is bill for r before 1 essment 7 8 rge. 14 15 le to 21 222	NOVEMBER         F           7         W         T         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT  -,1 1,-1 1,-1 1,-1 1,-1 1,-1 1,-1 1,-1	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please : more inf paymen the dat of a Ma I, ', '	AMOUNT \$0.00 see the back of thi ormation regardin t charge. Pay on c a due to avoid asso late payment cha ke your check payab XCEL ENERGY.	DUE AM	NOVEMBER         F           7         W         7         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT JJ.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please : more inf paymen the dat of a Ma I, ', '	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY. IIII,'II,'IIII'I,'I EL ENERGY	DUE AM	NOVEMBER         F           7         W         7         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT JJ.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please : more inf paymen the dat of a Ma I, ', '	AMOUNT \$0.00 see the back of thi ormation regardin t charge. Pay on c a due to avoid asso late payment cha ke your check payab XCEL ENERGY.	DUE AM	NOVEMBER         F           7         W         7         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT JJ.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymee the dat of a Ma I,, XC P.C MF	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY. IIII.'II'IIII'II.' EL ENERGY . BOX 9477 'LS, MN 55484-9 310324	DUE AM	NOVEMBER         F           7         W         7         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT JJ.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J.L.J	ACCOUNT NUMBER 51-1234567890-1 [.ะา][เกษ][-,-]	DUE DATE MM/DD/YYYY Please more inf paymee the dat of a Ma I,, XC P.C MF	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY. IIII.'II'IIII'II.' EL ENERGY . BOX 9477 'LS, MN 55484-9 310324	DUE AM	NOVEMBER         F           7         W         7         F           2         3         4         5           9         10         11         12           16         17         18         19           23         24         25         26
90 FP 1 B 1 1 A 10061 10061 **5 DGT 	Account NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymee the dat of a Ma Ju, XC P.C MF 201910003077 heet No. 8-	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay ono of due to avoid ass late payment cha- ke your check payab XCEL ENERGY. IIII.'II'IIII'II.' EL ENERGY . BOX 9477 ?LS, MN 55484-S 310324 4.1)	DUE         AM           is bill for g the late         S         M           r before         1         1           sessment         7         8           rge.         14         15           le to         21         22           28         29         29           III         11         11           1477         11         11	NOVEMBER         F           T         W         T         F           2         3         4         5           3         4         5         11         12           16         17         18         19         23         24         25         26           30         2         25         26         30         1         1         1
90 FP 1 B 1 1 A 10061 10061 **5 DGT IIIIIIIIIIIIIIIIIIIIII	Account NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymee the dat of a Ma li,' XC P.C MF 201910003077 heet No. 8- oher B. Clar	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY. IIII.'II'IIII'II.' EL ENERGY . BOX 9477 'LS, MN 55484-9 310324 4.1) k	DUE         AM           is bill for g the late         S         M           r before         1         1           rge.         14         15           le to         21         28         29           ill:!!!!.!!!!.!!!!.!!!!!!         28         29           ill:!!!!.         5         11         11           M77         Effective         11         11	NOVEMBER       T     W     T     F       Z     3     4     5       J     4     5     11       16     17     18     19       23     24     25     26       30     24     25     26
90 FP 1 B 1 1 A 10061 10061 **5 DGT 	Account NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY Please more inf paymee the dat of a Ma li,' XC P.C MF 201910003077 heet No. 8- oher B. Clar	AMOUNT \$0.00 see the back of thi ormation regardin it charge. Pay on o due to avoid ass late payment cha ke your check payab XCEL ENERGY. IIII.'II'IIII'II.' EL ENERGY . BOX 9477 'LS, MN 55484-9 310324 4.1) k	DUE         AM           is bill for g the late         S         M           r before         1         1           rge.         14         15           le to         21         28         29           ill:!!!!.!!!!.!!!!.!!!!!!         28         29           ill:!!!!.         5         11         11           M77         Effective         11         11	NOVEMBER         F           T         W         T         F           2         3         4         5           3         4         5         11         12           16         17         18         19         2         3         24         25         26         2           30         24         25         26         2         1         1         1         1         1         1         1         1         1         1         2         3         24         25         26         2         1

# Clean

## STANDARD CUSTOMER BILL

#### Section No. 8 6th Revised Sheet No. 2

DUE DAT

MM/DD/YYYY

\$00.00

DUNT DUE

\$00.00 \$00.00

\$00.00 - \$00.00 CR \$00.00 \$00.00 \$00.00

ACCOUNT NUMBER

PAGE 1 of 4

<u> </u>				
	Con Enoroux®	JOHN E. CUSTOMER	51-123456	7890-1
JOHN E. CUSTOMER MARTHA W. CUSTOMER			STATEMENT NUMBER	STATEMENT DATE
			0123456789	MM/DD/YYYY
NTH	LY ELECTRICITY USAGE	SUMMARY OF CURRENT C	HARGES (detailed charges be	gin on page 2)
		Electricity Service	MM/DD - MM/DD	000 kWh
	110111	Current Charges ACCOUNT BALANCE (Balar	nce de su cuenta)	
	Last Year 0 <sup>0</sup> 0 <sup>0</sup> 0 <sup>0</sup> 000 000 \$00.00 \$00.00	Previous Balance Payment Received Balance Forward Current Charges	As of MM/DD Check MM/DD	
IS AI	BOUT YOUR BILL?	Amount Due (Cantidad debid	la)	
ebsite: t:	xcelenergy.com Customerservice@xcelenergy.com	INFORMATION ABOUT YOU	IR BILL	
ll: npaired:	m.—7 p.m. or Sat 9 a.m.—5 p.m. 1-800-895-4999 1-800-895-4949 1-800-895-4949 1-800-687-8778	Thank you for your payment	-	
s at:	XCEL ENERGY PO BOX 8 EAU CLAIRE WI 54702-0008			
Like us on Facebook	Follow us on Twitter You Tube			

NORTHERN STATES POWER COMPANY

SERVICE ADDRESS

🕖 Xcel Energy® ACCOUNT NUMBER DUE DATE AMOUNT DUE OUNT ENCLOSED A 14 \$00.00 MM/DD/YYYY 51-1234567890-1 Your bill is paid through an automated bank payment plan. S M T W T F S 3 10 17 24 4 11 18 25 1 8 15 22 29 5 12 19 26 6 13 20 27 2 9 16 23 30 7 14 21 28 90 FP 1 B 1 1 A 10061 10061 \*\*5 DGT [ን-በኪ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-ዛኬ-JOHN E. CUSTOMER, MARTHA W. CUSTOMER ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 3 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) 02-01-19 By: Christopher B. Clark Effective Date:

Date Filed: President, Northern States Power Company, a Minnesota corporation Docket No. E,G002/M-19-Order Date: Т

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Northern States Power Company, a Minnesota corporation Minneapolis, Minnesota 55401 MINNESOTA GAS RATE BOOK – MPUC NO. 2

# AUTOMATIC PAYMENT PLAN CUSTOMER BILL

# Section No. 8

6th Revised Sheet No. 3

		SERVICE ADDRESS	8	ACCOUNT N	IUMBER	DUE DATE
<b>A</b>	. –	JOHN E. CUSTOMER	-	51-123456		MM/DD/YYYY
X Xa	el Energy*	MARTHA W. CUSTOMER	STATE	MENT NUMBER	STATEMENT DATE	AMOUNT DUE
	ONSIBLE BY NATURE®	1234 ANY STREET ANY CITY, MN 00000-0000		23456789	MM/DD/YYYY	\$00.00
			01	23430703		\$00.00
YOUR MONTHLY	ELECTRICITY USAGE	SUMMARY OF CURREN	T CHARGES (deta	iled charges be	gin on page 2)	
	_	Electricity Service	MM/	/DD - MM/DD	000 kWh	\$00.00
	lhulll	Current Charges	lalance de su cuent	ta)		\$00.00
Daily Averages Temperature Electricity kWh Electricity Cost	Last Year 0° 0° 0° 000 000 \$00.00 \$00.00	Previous Balance Payment Received Balance Forward Current Charges		f MM/DD Pay MM/DD		\$00.00 <u>- \$00.00</u> <b>\$00.00</b> \$00.00
QUESTIONS ABO	OUT YOUR BILL?	Amount Due (Cantidad d	lebida)			\$00.00
See our website: x Email us at: C	celenergy.com /ustomerservice@xcelenergy.com	INFORMATION ABOUT	YOUR BILL			
Call Mon - Fri 7 a.m. Please Call: 1 Hearing Impaired: 1	7 p.m. or Sat 9 a.m5 p.m. -800-895-4999	Thank you for your paym	nent.			
P	CEL ENERGY O BOX 8 AU CLAIRE WI 54702-0008					
( <u>s∱uke</u> ) Like us na Facebook	● rolev us on Twitter You[[[[]]]be -					
TROUGH						
		ACCOUNT NUMBER	DUE DATE	AMOUNT	DUE AJ	MOUNT ENCLOSED
	Energy*	ACCOUNT NUMBER 51-1234567890-1	DUE DATE MM/DD/YYYY	AMOUNT \$00.0		MOUNT ENCLOSED nated Bank Payment
90 FP 11 IIII./I JOHNE C ADDRESS ADDRESS	B 1 1 A 10061 10061 **5 DGT III	51-1234567890-1	MM/DD/YYYY Your automa	\$00.0 bill is paid throug ated bank paymer	0 Autom shan 17 8 14 15 21 22 28 29	NOVEMBER           T         W         T         F         S           2         3         4         5         6           9         10         11         12         11           16         17         25         26         2           23         24         25         26         2
90 FP 11 1,-11,-1 JOHNE 0 ADDRESS ADDRESS ADDRESS 1234 ANY	B 1 1 A 10061 10061 **5 DGT I1111*1111*111*11* USTOMER, MARTHA W. CUSTOMER UNE 2 UNE 3 UNE 4	51-1234567890-1   ,•4  แ#]•.4	MM/DD/YYYY Your automu I+.1 XCE P.0 MP	\$00.0 bill is paid throug ated bank paymer [111,1]1,1]1111 [11,1]11,1]1111 [11,1]111 [11,1]1111 [11,1]111][11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]11111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111 [11,1]1111111 [11,1]1111111111	0 Autom phan 1 pian. S M 1 1 7 8 14 15 21 22 28 29 11,11,11,11,11,11,11,11	NOVEMBER           T         W         T         F         S           2         3         4         5         6           9         10         11         12         11           16         17         25         26         2           23         24         25         26         2
90 FP 11 1,-11,-1 JOHNE 0 ADDRESS ADDRESS ADDRESS 1234 ANY	B 1 1 A 10061 10061 **5 DGT I1111111111-111111-111-111-111-111	51-1234567890-1	MM/DD/YYYY Your automu j.,1 XCE P.0 MP	\$00.0 bill is paid throug ated bank paymer lin, 'll,, 'll, 'll, 'l LI, 'll,, 'll, 'll, 'l EL ENERGY BOX 9477 LS, MN 55484-9 310324	0 Autom phan 1 pian. S M 1 1 7 8 14 15 21 22 28 29 11,11,11,11,11,11,11,11	NOVEMBER           T         F         S           2         3         4         5         6           9         10         11         12         11           16         17         25         26         2           30         24         25         26         2
90 FP 11 1,-11,-1 JOHNE 0 ADDRESS ADDRESS ADDRESS 1234 ANY	B 1 1 A 10061 10061 **5 DGT III	51-1234567890-1	MM/DD/YYYY Year automu I'.' XCE P.0 MP 201910003077 heet No. 8-5	\$00.0 bill is paid throug ated bank paymer l111,'11.,'1111'11,' EL ENERGY . BOX 9477 LS, MN 55484-9 310324 310324 3.1)	0 Autom phan 1 pian. S M 1 1 7 8 14 15 21 22 28 29 11,11,11,11,11,11,11,11	NOVEMBER         F         S           2         3         4         5         6           9         10         11         12         11         12         12         3           23         24         25         26         2         30         2         2         26         2           4         10         11         12         11         12         11         12         11         22         30         24         25         26         2         30
90 FP 11 <b>1,-11,-1</b> JOHN E C ADDRESS ADDRESS 1234 ANY ANY CITY,	B 1 1 A 10061 10061 **5 DGT I111111111111111	51-1234567890-1	MM/DD/YYYY Your automa Iv.1 XCE P.0 MP 2019100030773 heet No. 8-3 pher B. Clar	\$00.0 bill is paid throug ated bank paymer lin.'ll'lln''l' EL ENERGY . BOX 9477 LS, MN 55484-9 310324 310324 3.1) rk	0         Autom           ph an         5         M           7         8         14           12         22         29           11.1         12         22           12.2         28         29           11.1         11.1         11.1           477         5         6           Effective         6	NOVEMBER         Image: Colspan="2">Image: Colspan="2" To the colspan="2" Tot
90 FP 11 I, II, I JOHNE C ADDRESS ADDR	B 1 1 A 10061 10061 **5 DGT I111111111111111	51-1234567890-1	MM/DD/YYYY Your automa Iv.1 XCE P.0 MP 2019100030773 heet No. 8-3 pher B. Clar	\$00.0 bill is paid throug ated bank paymer lin.'ll'lln''l' EL ENERGY . BOX 9477 LS, MN 55484-9 310324 310324 3.1) rk	0         Autom           ph an         5         M           7         8         14           12         22         29           11.1         12         22           12.2         28         29           11.1         11.1         11.1           477         5         6           Effective         6	ated Bank Payment NOVEMBER 2 3 4 5 6 9 10 11 12 16 17 18 19 2 23 24 25 26 2 

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Northern States Power Company, a Minnesota corporation Minneapolis, Minnesota 55401 MINNESOTA GAS RATE BOOK – MPUC NO. 2

## **REMINDER BILL NOTICE**

# Section No. 8

6th Revised Sheet No. 4



#### YOUR MONTHLY ELECTRICITY USAGE



#### **QUESTIONS ABOUT YOUR BILL?**

.–7 p.m. or Sat 9 a.m.–5 p.m. I-800-895-4999 I-800-895-4949 I-800-687-8778
KCEL ENERGY 20 BOX 8 EAU CLAIRE WI 54702-0008

Er Like Like us on Son Follow us on Twitter You Tube

NORTHERN STATES POWER COMPANY			PAGE 1 of 4	
SERVICE ADDRESS	ACCOUNT N	IUMBER	DUE DATE	
JOHN E. CUSTOMER	51-123456	51-1234567890-1		
MARTHA W. CUSTOMER 1234 ANY STREET	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
ANY CITY, MN 00000-0000	0123456789	MM/DD/YYYY	\$00.00	

## Your Account is Overdue – Please Pay Immediately

Electricity Service	GES (detailed charges begin on page 2) MM/DD - MM/DD 000 kWh	\$00.00
Non-Recurring Charges / Credits		\$00.00
Current Charges		\$00.0

#### ACCOUNT BALANCE (Balance de su cuenta)

|--|

#### 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.

	RETUR	N BOTTOM PORTION WITH YOU	JR PAYMENT. PLEASE DO NOT USE ST	IAPLES, TAPE OR PAPER CLIPS
🕖 Xcel Energy®	ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
	51-1234567890-1	MM/DD/YYYY	\$0.00	
90 FP 1 B 1 1 A 10061 10061 **5 DGT		more info payment the date of a	ee the back of this bill for rmation regarding the late charge. Pay on or before due to avoid assessment late payment charge. a 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
L. CH., CUSTOMER, MARTHA W. CUSTOMER ADDRESS LINE 3 ADDRESS LINE 3 ADDRESS LINE 4 1234 ANY STREET ANY CITY, MN 00000-0000	վիսնեղ	XCE P.O.	바.비.리바리.리ኮ리마.비 L ENERGY BOX 9477 LS, MN 55484-9477	Բմիմեմեմիմեմ

(Continued on Sheet No. 8-4.1)

Date Filed:	02-01-19	By: Christopher B. Clark	Effective Date:
	President,	Northern States Power Company, a Minnesota	corporation
Docket No.	E,G002/M-19-		Order Date:

# **CERTIFICATE OF SERVICE**

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

- <u>xx</u> by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota
- $\underline{xx}$  electronic filing

# **DOCKET E,G002/М-19-\_\_\_\_**

Dated this 1st day of February 2019

/s/

Lynnette Sweet Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Aafedt	daafedt@winthrop.com	Winthrop & Weinstine, P.A.	Suite 3500, 225 South Sixth Street Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
Alison C	Archer	aarcher@misoenergy.org	MISO	2985 Ames Crossing Rd Eagan, MN 55121	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas
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