

## 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.

## 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](http://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.  **833.660.1365**
  - **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.