

**STANDARD CUSTOMER BILL FORM BACK**

Section No. 8  
~~5th~~<sup>6th</sup> Revised Sheet No. 2.3  
 Canceling ~~4th~~<sup>5th</sup> Revised Sheet No. 2.3

IMPORTANT PHONE NUMBERS		
Electric Emergencies:	800.895.1999	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.
TDD/TTY	800.895.4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

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

\*Register any inquiry or complaint at the above.

**ABOUT YOUR ELECTRIC RATES**

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

**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.

**Demand Side Management**  
 South Dakota Public Utilities Commission-approved tariffs allow Xcel Energy to recover costs of energy efficiency and load management programs.

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

**Environmental Cost Recovery**  
 South Dakota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

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

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

**Infrastructure Rider**  
 South Dakota Public Utilities Commission-approved tariffs allow Xcel Energy to recover costs of eligible capital projects and property taxes not otherwise recovered in rates.

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

**GENERAL INFORMATION**

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

**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.

**Governing Regulatory Agencies**  
 The South Dakota Public Utilities Commission regulates this utility and are available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 800.332.1782 <http://puc.sd.gov>

**Late Payment Charge**  
 Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment fee is 1% of the unpaid balance.

**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 at the \*address above.

**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, view energy usage and access account information.
- Auto Pay** — Automatically pay your bill directly from your bank account. Please note the actual bank debit date may be one or more days following such date based on the bank's practice.
- 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 ~~888.747.1229~~ <sup>833.660.1365</sup>. 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](http://xcelenergy.com) > My Account*

Date Filed: ~~11-29-18~~ 12-14-20 By: Christopher B. Clark Effective Date: 01-22-19  
 President, Northern States Power Company, a Minnesota corporation  
 Docket No. ~~EL18-052~~ EL20- Order Date: 01-22-19

**DISCONNECTION NOTICE BILL FORM (Continued)**

Section No. 8  
~~5th~~<sup>6th</sup> Revised Sheet No. 6  
Canceling ~~4th~~<sup>5th</sup> Revised Sheet No. 6

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Natural Gas Emergencies:	800.895.2999	24 hours, 7 days a week
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**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. NDPS: 600 E. Blvd, Dept. 408, Bismarck, ND 58505—877.245.6685  
<http://psc.nd.gov/>

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