

Northern States Power Company
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2013
Customer Service and Information

Line No.	Description	FERC	Amount
1	Customer Service Instruction Advertising	909	<u>\$ 1,187,979</u>
2	Informational Advertising		
3	Customer Program Advertising		62,611
4	Customer Program Information		<u>440,017</u>
5	Total Informational Advertising		502,629
6	Safety		649,343
7	Conservation		36,008

Northern States Power Company
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2013
Sales

<u>Line No.</u>	<u>Description</u>	<u>FERC</u>	<u>Amount</u>
1	Advertising Expenses	913	<u>\$ -</u>

Northern States Power Company
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2013
Administrative and General

Line No.	Description	FERC	Amount
1	A&G Admn Transfer Credit (Non-Labor)	922	<u>\$ (27,075,633)</u>

Northern States Power Company
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2013
Administrative and General

Line No.	Description	FERC	Amount
1	A&G Pen & Ben	926	<u>\$ 83,382,374</u>
2	Electric Labor Load - Insurance		43,656,005
3	Electric Labor Load - Pension		<u>39,726,368</u>

Northern States Power Company
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2013
Administrative and General

Line No.	Description	FERC	Amount
1	A&G Regulatory Comm Exp	928	<u>\$ 16,005,202</u>
2	E-002/CN-12-1240		440,272
3	Mandated Customer Notices		57,126
4	MN Assessments		4,845,194
5	SD Assessments		265,974
6	ND Assessments		277,716
7	NERC Fees		-
8	FERC Annual Assessment		40,019
9	Expenses of state rate case filings		9,189,068
10	Expenses of FERC rate case filings		522,308
11	Miscellaneous		<u>367,638</u>

See attached FF1 Page

Northern States Power Company
Electric Utility

Docket No. EL14-____
Statement H

Name of Respondent 20140411-8029 FERC PDF (Unofficial) Northern States Power Company (Minnesota)		This Report Is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission		Date of Report (Mo, Da, Yr) 04/11/2014	Year/Period of Report End of 2013/Q4
REGULATORY COMMISSION EXPENSES					
1. Report particulars (details) of regulatory commission expenses incurred during the current year (or incurred in previous years, if being amortized) relating to format cases before a regulatory body, or cases in which such a body was a party.					
2. Report in columns (b) and (c), only the current year's expenses that are not deferred and the current year's amortization of amounts deferred in previous years.					
Line No.	Description (Furnish name of regulatory commission or body the docket or case number and a description of the case) (a)	Assessed by Regulatory Commission (b)	Expenses of Utility (c)	Total Expense for Current Year (b) + (c) (d)	Deferred in Account 182.3 at Beginning of Year (e)
1	MINNESOTA DEPARTMENT OF COMMERCE				
2	Assessments	2,823,789		2,823,789	
3	Assessments	255,916		255,916	
4					
5	MINNESOTA PUBLIC UTILITIES COMMISSION				
6	GR09-1153 2009 Retail Rate Case		414,049	414,049	
7	GR10-971 2010 Retail Rate Case		-3,800	-3,800	
8	GR12-961 2012 Retail Rate Case		8,549,101	8,549,101	
9	CN-12-1240 Intervention		440,272	440,272	
10	Assessments	2,021,405		2,021,405	
11	Assessments	372,283		372,283	
12					
13	NORTH DAKOTA PUBLIC SERVICE COMMISSION				
14	PU10-657 2010 Retail Rate Case		-888	-888	
15	PU12-813 2012 Retail Rate Case		376,992	376,992	
16	Assessments	277,716		277,716	
17	Assessments	1,000		1,000	
18					
19	SOUTH DAKOTA PUBLIC UTILITIES COMMISSION				
20	EL11-019 2011 Retail Rate Case		750	750	
21	EL12-046 2012 Retail Rate Case		266,913	266,913	
22	Assessments	265,974		265,974	
23					
24	FEDERAL ENERGY REGULATORY COMMISSION				
25	RP12-479 Intervention		522,308	522,308	
26	RP12-479 Intervention		223,846	223,846	
27	RP13-1388 Intervention		72,894	72,894	
28	<see note> Intervention		31,241	31,241	
29	Assessments	40,019		40,019	
30					
31	Other, less than \$25,000 each		53,952	53,952	
32	Other, less than \$25,000 each		23,770	23,770	
33					
34	Other				
35	Mandated Inserts		57,126	57,126	
36	Mandated Inserts		1,904	1,904	
37	Miscellaneous		313,573	313,573	
38	Miscellaneous		1,395	1,395	
39					
40					
41					
42					
43					
44					
45					
46	TOTAL	6,058,102	11,345,398	17,403,500	

Northern States Power Company
Electric Utility

Docket No. EL14-____
Statement H

Name of Respondent			This Report Is:		Date of Report	Year/Period of Report	
20140411-8029 FERC PDF (Unofficial) Northern States Power Company (Minnesota)			<input checked="" type="checkbox"/> An Original	<input type="checkbox"/> A Resubmission	(Mo, Da, Yr) 04/11/2014	End of 2013/Q4	
REGULATORY COMMISSION EXPENSES (Continued)							
3. Show in column (k) any expenses incurred in prior years which are being amortized. List in column (a) the period of amortization.							
4. List in column (f), (g), and (h) expenses incurred during year which were charged currently to income, plant, or other accounts.							
5. Minor items (less than \$25,000) may be grouped.							
EXPENSES INCURRED DURING YEAR				AMORTIZED DURING YEAR			
CURRENTLY CHARGED TO			Deferred to Account 182.3 (i)	Contra Account (j)	Amount (k)	Deferred In Account 182.3 End of Year (l)	Line No.
Department (f)	Account No. (g)	Amount (h)					
							1
Electric	928	2,823,789					2
Gas	928	255,916					3
							4
							5
Gas	928	414,049		186	399,250		6
Electric	928	-3,800					7
Electric	928	8,549,101		186	2,748,780		8
Electric	928	440,272					9
Electric	928	2,021,405					10
Gas	928	372,283					11
							12
							13
Electric	928	-888		186	23,974		14
Electric	928	376,992		186	234,414		15
Electric	928	277,716					16
Gas	928	1,000					17
							18
							19
Electric	928	750					20
Electric	928	266,913		186	347,950		21
Electric	928	265,974					22
							23
							24
Electric	928	522,308					25
Gas	928	223,846					26
Gas	928	72,894					27
Gas	928	31,241					28
Electric	928	40,019					29
							30
Electric	928	53,952					31
Gas	928	23,770					32
							33
							34
Electric	928	57,126					35
Gas	928	1,904					36
Electric	928	313,573					37
Gas	928	1,395					38
							39
							40
							41
							42
							43
							44
							45
		17,403,500			3,754,368		46

Northern States Power Company
Electric Utility

Docket No. EL14-____
Statement H

20140411-8029 FERC PDF (Unofficial) 04/11/2014

Name of Respondent	This Report is: (1) <input checked="" type="checkbox"/> An Original (2) <input type="checkbox"/> A Resubmission	Date of Report (Mo, Da, Yr)	Year/Period of Report
Northern States Power Company (Minnesota)		04/11/2014	2013/Q4
FOOTNOTE DATA			

Schedule Page: 350 Line No.: 6 Column: k

GR09-1153: 48 month amortization period ending Jan. 10, 2014.

Schedule Page: 350 Line No.: 8 Column: k

GR12-961: 12 month amortization period ending Dec. 31, 2013.

Schedule Page: 350 Line No.: 14 Column: k

PU10-657: 36 month amortization period ending Feb. 17, 2014 was modified February 2013 under docket no. PU12-813.

Schedule Page: 350 Line No.: 15 Column: k

PU12-813: 36 month amortization period ending Dec. 31, 2015 under interim rates effective during calendar year 2013. Under final rates settled in 2014, the amortization period was revised retroactively to a 48 month amortization period ending Dec. 31, 2016.

Schedule Page: 350 Line No.: 21 Column: k

EL12-046: 24 month amortization period ending Dec. 31, 2014.

Schedule Page: 350 Line No.: 28 Column: a

Docket Nos. RP-986; RP13-67; RP13-621; RP14-118

Northern States Power Company
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
Year Ended December 31, 2013
Administrative and General

Line No.	Description	FERC	Amount
1	A&G Duplicate Chrg Crdt	929	<u>\$ (3,991,631)</u>
2	Electricity Used by Company		(3,991,631)

NORTHERN STATES POWER COMPANY
Electric Utility - Total Company
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2013
Administrative and General

Line No.	Description	FERC	Amount
1	Advertising	930.1	<u>\$ 3,535,056</u>
2	Informational Advertising		
3	General Advertising	536,825	
4	Brand/Image Advertising	2,998,232	

NORTHERN STATES POWER COMPANY
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2013
Advertising

<u>INCLUDABLE:</u>	<u>FERC</u>	<u>South Dakota Jurisdiction</u>
1 Informational Advertising		
2 General Advertising	930.1	29,288
3 General - Print/Web		
4 eBills / My Account - Call Center Promo		
5 General - Television		
6 Customer Programs	909.1	8,110
7 Customer Communications		
8 Bill Inserts / Direct mailings		
9 eBill / My Account		
10 Online Information		
11 Safety Advertising	909.1	\$ 72,549
12 Billboards/Inserts		
13 General - Print		
14 General - Web Interactive		
15 General - Radio		
16 Contractors - Print/Web Interactive		
17 Conservation Advertising	908 & 909.1	\$ 2,164
18 Web Interactive		
20 TOTAL INCLUSION		<u>\$ 112,112</u>

NORTHERN STATES POWER COMPANY
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2013
Advertising

<u>EXCLUDABLE</u>	<u>FERC</u>	<u>South Dakota Jurisdiction</u>
Brand/Image Advertising	930.1	(180,587)
General Advertising	930.1	(4,095)
Conservation & Customer Programs	908; 909.1 & 930.1	(605)
Safety Advertising	909.1	-
TOTAL EXCLUSION		<u>\$ (185,287)</u>

NORTHERN STATES POWER COMPANY
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-13
Advertising

TOTAL INFORMATIONAL (GENERAL)

**Total to
South Dakota**
\$ 29,288

Category: General - Job Postings
Timing: As needed
Market: Local/Nationwide
Media Type: Print/Web

Ad Category: eBills / My Account
Timing: April
Market: Service Territory
Media Type: Call Center Promo

Category: General
Timing: April, May, July, September
Market: Sioux Falls
Media Type: Print

Category: General
Timing: March - December
Market: Sioux Falls
Media Type: Television



2013 My Account Promotion

Valentines Day Edition

Closing in on 1M My Account
enrollments!

“Thank you for your dedication in promoting My Account and eBill, and know that you have all played a major role in this 1 million My Account customer milestone.”



BELIEVE IN THE
POWER
to build
ECONOMIC GROWTH

RELIABLE ENERGY AT AN AFFORDABLE PRICE.
Because our community's economic vitality depends on energy, Xcel Energy works hard to provide reliable, affordably priced energy to the homes and businesses we serve. Through investment in capital projects that ensure we can continue to meet our customers' needs, we're working to build a strong energy future...and a strong local economy.
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Builders Call Line: 1-800-628-2121
Fax: 1-800-628-2521

Get more information at
xcelenergy.com/EnergyPartners.

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Client: Xcel Energy
Job: Brand Television – CorpRep – Business
Job Number: 00289-C1
Version: Approved
Date: 11/6/12

VIDEO

These are little slice-of-life stories told in a series of very short (1-2 second) shots accompanied by music and natural sounds. No voiceover until the very end.

Early morning. The lights go on in a big, dark office building as employees enter.

Early morning. A crew of Xcel Energy linemen head for their trucks.

The proprietor of a small shop turns on a sign in the window that reads: "Open."

An Xcel Energy linesman climbs a pole. Gets to work.

A young intern staples a group of documents together.

An Xcel Energy backhoe digs a trench for a pipeline.

Ventilation fans spin in a huge factory.

Wind turbines spin on a huge wind farm.

SUPER: Create opportunity with vision and energy.

SUPER: Xcel Energy LOGO
ResponsibleByNature.com

AUDIO

Cool music score punctuated by natural sounds of the action.

V.O.: Every day, we go about our business so successful companies can go about theirs, converting energy into economic impact...jobs, prosperity, opportunity.



Client: Xcel Energy
Job: Brand Television – CorpRep4 – Community
Job Number: 00289-C1
Version: Approved
Date: 11/21/12

VIDEO

These are little slice-of-life stories told in a series of very short (1-2 second) shots accompanied by music and natural sounds. No voiceover until the very end.

Xcel Energy engineer at a job site talking on the radio to dispatch;

Xcel Energy employee talking to a group of Junior Achievement kids;

Xcel Energy truck drives through foreground; recognizable Denver/Minneapolis landmark in the background.

Xcel Energy volunteers serving lunch to seniors.

Xcel Energy crews trimming trees away from power lines.

Xcel Energy volunteers planting trees near power generation station (Valmont?).

Power plant employee checking a computer terminal, writing on a clipboard.

Xcel Energy employee coaching a youth hockey team diagrams a play on a clipboard.

SUPER: Over 21,000 hours of community service.

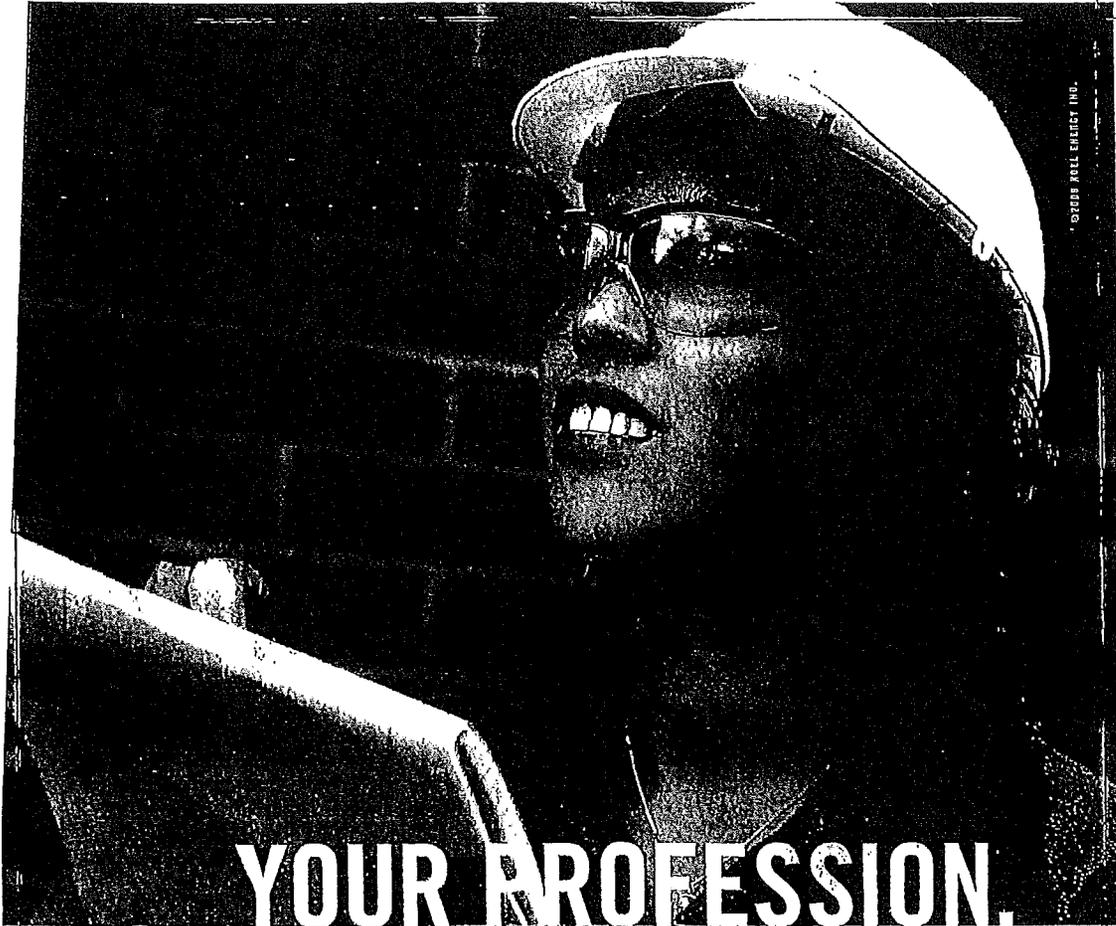
SUPER: Xcel Energy LOGO
ResponsibleByNature.com

AUDIO

Cool music score punctuated by natural sounds of the action.

V.O.: Volunteers, Mentors, Philanthropists, Coaches. There's more than one way to bring energy to a community.

And our people know them all.



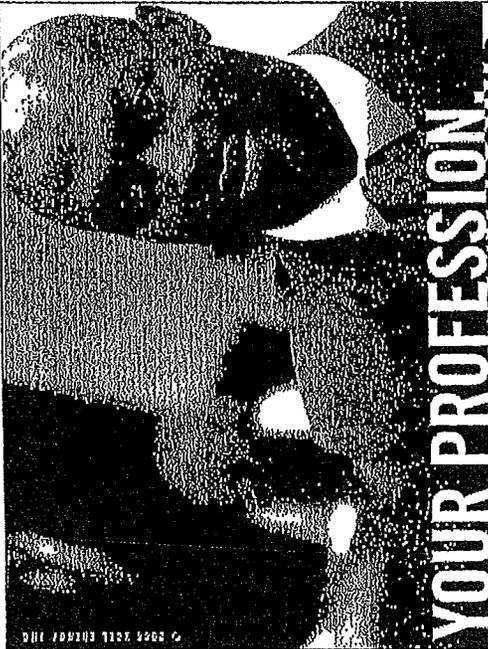
YOUR PROFESSION. OUR PARTNERSHIP.

If you're looking for a challenging environment, excellent benefits, and continuous opportunities for long-term success, consider a career at Xcel Energy. Xcel Energy is a major electric and natural gas utility, with a comprehensive portfolio of energy-related products and services. With the emergence of new and innovative energy demands, new technologies are beginning to emerge making a career in the energy industry one of the more dynamic and exciting industries today. As part of our commitment to creating and sustaining a motivated, diverse workforce in our industry, Xcel Energy offers career opportunities in a wide range of disciplines including Engineering. We have a proud, rich history and are dedicated to the communities in which we live and work. If you would like to find out more about Xcel Energy and the career opportunities currently available, visit xcelenergy.com.

Your Life. Our Energy.



xcelenergy.com



**YOUR PROFESSION.
OUR PARTNERSHIP.**

Our diverse, highly skilled workforce has contributed significantly to strategic and competitive success. We have a proud, rich history and are dedicated to the communities in which we live and work. Xcel Energy is a major electric and natural gas utility with a comprehensive portfolio of energy-related products and services. If you would like to find out more about Xcel Energy and the career opportunities currently available, visit xcelenergy.com.

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xcelenergy.com

Your life. Our Energy.

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NORTHERN STATES POWER COMPANY
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2013
Advertising

TOTAL INFORMATIONAL (CUSTOMER PROGRAMS)

Total to
South Dakota
\$ 8,110

Name: eBILLS
Category: Customer Programs
Timing: January - December
Market: Service Territory
Media Type: Interactive / Social Media

Name: eBILLS
Category: Customer Programs
Timing: June - December
Market: Service Territory
Media Type: Bill Insert / Onsert

Name: Online Information
Category: Customer Programs
Timing: January - December
Market: Service Territory
Media Type: Web



Bill Payment Choices Galore

Did you know you can choose how you want to manage and pay your energy bills?

- Enroll in **My Account with eBill**, then pay your bill online and track your energy use.
- Use your major **credit or debit card** to pay online or by phone.*
- **Make a one-time phone payment.**
- **Find a pay station** near you.*



▶ *The choice is yours.
Learn more at xcelenergy.com.*

**Note: A third-party convenience fee applies.*



**FOCUS ON FALL FUN,
NOT FINANCES**

Is your fall season bustling with activity?
Shorten your "to-do" list: pay your energy
bill automatically, online.

**Sign up for My Account with eBill,
then set up recurring payments.**

You'll get:

- Optional email alerts
- Flexibility in scheduling your payment date (on or before the due date)
- Paperless billing

Enroll at xcelenergy.com/MyAccount.



**Get More Control as
the Holidays Approach ...**

Get My Account with eBill.

Mailboxes are already overflowing with holiday promotion mailings. Reduce the mail you get; receive your energy bill electronically.

Sign up for My Account with eBill.

You'll enjoy these benefits:

- Reduce your mail and help the environment at the same time.
- View and pay your energy bill online 24/7.
- Make paying easier by setting email alerts and recurring payments.



Sign up at
xcelenergy.com/MyAccount.



**Get More Control of Your
Business Mail ...**

Get My Account with eBill.*

Too much mail to get through at the office? Reduce the mail you get; receive your energy bill electronically.

Sign up for My Account with eBill.

You'll enjoy these benefits:

- Reduce your mail and help the environment at the same time.
- View and pay your energy bill online 24/7.
- Make paying easier by setting email alerts and recurring payments.



Sign up at
xcelenergy.com/MyAccount

*For eBill enrollment, accounts with multiple premises must use synchronized billing. Gas Transport customers and customers using EDI can sign up for My Account access but the eBill option is not available.



**Too much hustle and
bustle this month?**

Try mobile-friendly
My Account to
calm things down.

Holidays can bring too much to do and not enough time to do it. Using **My Account** on your mobile device offers you flexibility whenever—and wherever—you need it.

- View and pay your energy bill on the go
- Choose from a variety of payment options
- Cut down on clutter with paperless billing
- Track and take control of your energy use



Sign up now at
xcelenergy.com/MyAccount.



Too much hustle and bustle this month?

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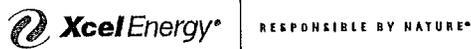
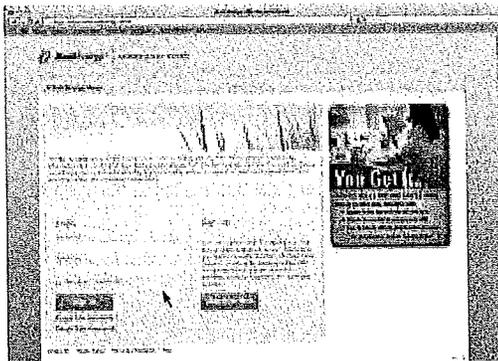
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PUT YOUR PAYMENT ON AUTOPILOT.

Ready to pay online, but not sure you want to eliminate paper completely? Give Auto Pay a try. This payment option allows you to automatically pay your bill online, on the due date, regardless of how you prefer to receive your bill. You can enroll in Auto Pay from the My Account site.

- 1) Enroll in My Account (or log on).
Visit xcelenergy.com/My Account.
- 2) Next, click on the "Your Programs" tab and find Auto Pay in the available programs list. Get your bank account information and follow the steps.



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Northern States Power Company-Minnesota, an Xcel Energy Company. | 13-04-250 | 6/13 | #00095319

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A large vertical advertisement with a dark, textured background. At the top, it says 'CONNECT' followed by social media icons for Facebook, Twitter, YouTube, LinkedIn, and Pinterest. The main headline reads 'GET MY ACCOUNT WITH eBILL GET MORE *and* CONTROL'. Below this, a dark box contains the text 'USE MY ACCOUNT WITH eBILL. Together, these tools give you an easy way to manage your Xcel Energy account and pay your bills online.' At the bottom right is the Xcel Energy logo.

CONNECT     

GET MY ACCOUNT WITH eBILL GET MORE *and* CONTROL

USE MY ACCOUNT WITH eBILL.

Together, these tools give you an easy way to manage your Xcel Energy account and pay your bills online.



GET MORE CONTROL WITH MY ACCOUNT.

Looking for ways to keep your budget, and your energy bills in check? Join over a million other Xcel Energy customers who use our online account management tool, My Account.

Get informed and in control. Get answers to your account questions. Check your billing and payment history, or even track your energy use and make adjustments that might lower your bill, 24/7.

Get My Account today. Visit xcelenergy.com/MyAccount to enroll.



GET YOUR BILL YOUR WAY WITH eBILL.

Once you've got My Account, sign up for eBill and you'll get online payment options that help you pay your bill your way.

Choose eBill and you can:

- Review the most current billing and payment information whenever you want, without waiting for the next bill to arrive (or making a phone call)
- Stop digging through piles or files to find previous bills or compare amounts
- Schedule payments so they coincide with your paychecks (earlier in the month, or on the due date)
- Avoid missed payments AND surprises, by setting up optional email notifications

Visit xcelenergy.com/MyAccount and log in.

Then click on the "Current eBill" tab and follow the prompts to add eBill.

**GET MORE CONTROL.
VIEW AND PAY YOUR BILL YOUR WAY.
GET MY ACCOUNT WITH eBILL.**

Analyze your energy flow to help increase your cash flow. Try My Account with eBill.

Get more control with My Account.

Get online. Get answers. Get on with your day. Use My Account to see how and when your company uses the most power (up to 24 months of consumption data)*. Learn about efficiency and rebate programs that'll help reduce your bills. Get answers to your account questions, 24/7.

Visit
xcelenergy.com/MyAccount
to enroll, then follow the simple prompts to add eBill.

Once you've enrolled in My Account, add eBill** to get a variety of online payment options.

- Pay your bills automatically, online.
- Review the most current billing and payment information whenever you want, without waiting for the next bill to arrive (or making a phone call).
- Schedule payments so they coincide with your cash flow (on or before the due date).
- Avoid missed payments AND surprises, by setting up optional email notifications.

Log on to **xcelenergy.com/MyAccount**, then click on the "Current eBill" tab to add eBill.

Smaller businesses can view usage history (up to 24 months) in both kilowatt-hours and dollar amounts so they can better plan for the future.

*My Account currently does not provide electricity consumption data for large business customers.

**For eBill enrollment, accounts with multiple premises must use synchronized billing. Gas Transport customers and customers using EDI can sign up for My Account access but the eBill option is not available.





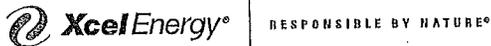
Taking charge is as easy as 1, 2, 3:

- 1 Get more control over your energy use with My Account. Visit xcelenergy.com/MyAccount to enroll.
- 2 View and pay your bill your way. Log on to My Account and click on the "Current eBill" tab to add eBill.
- 3 Use the tools regularly to monitor your energy use, set up optional email notifications and pay your bills online. Consider taking energy-saving actions by using our seasonal tips or participating in rebate programs.



Take charge of your
energy use and your bills.

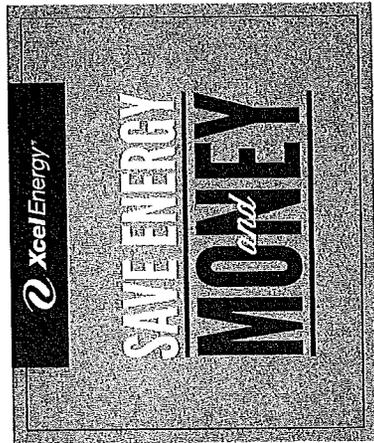
**Get My Account
with eBill.**



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Xcel Energy : My Account Interactive Banner : Save : 300x250

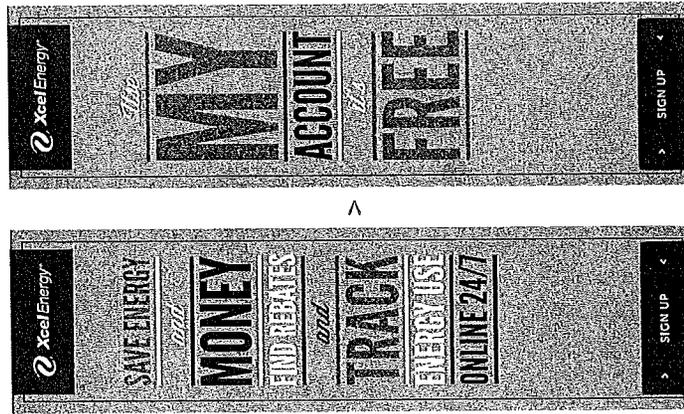
SAVE ENERGY *and* MONEY

FIND REBATES *and* TRACK ENERGY USE

online **24/7**

Use **MY ACCOUNT** *the* **FREE**

Xcel Energy : My Account Interactive Banner : Save : 728x90



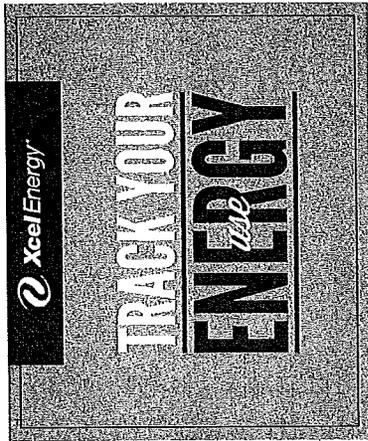
Xcel Energy : My Account Interactive Banner : Save : 160x600



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Xcel Energy : My Account Interactive Banner : Track : 300x250



TRACK *your* ENERGY USE



online **24/7**



VIEW *and* PAY *your* BILL WITH eBILL

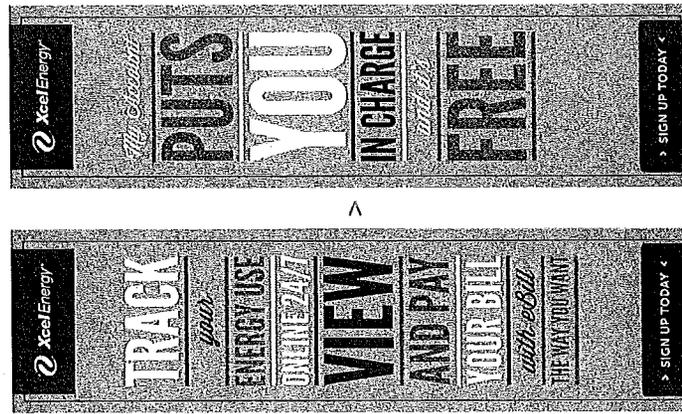


the **WAY YOU WANT**

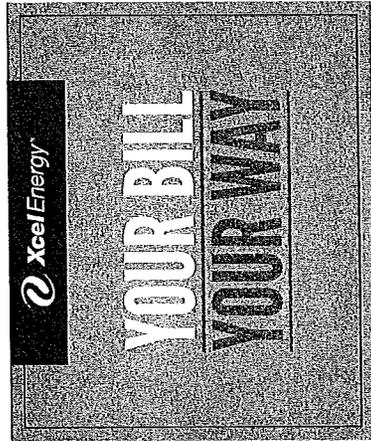


My Account **PUTS YOU *in* CHARGE *and it's* FREE**

Xcel Energy : My Account Interactive Banner : Track : 728x90



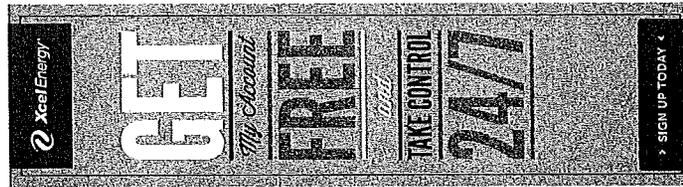
Xcel Energy : My Account Interactive Banner : Track : 160x600



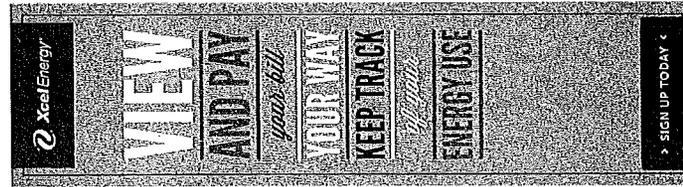
Xcel Energy : My Account Interactive Banner : Your Way : 300x250

The image displays four vertical banners, each with a textured background and a dark footer containing the Xcel Energy logo. The banners are arranged vertically and separated by small 'v' characters. The first banner reads 'VIEW *and* PAY'. The second banner reads 'your *BILL your WAY*'. The third banner reads 'KEEP TRACK *of your* ENERGY USE'. The fourth banner reads 'Get My Account *FREE and* TAKE CONTROL 24/7' with a right-pointing arrow at the end.

Xcel Energy : My Account Interactive Banner : Your Way : 728x90



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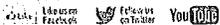
Xcel Energy : My Account Interactive Banner : Your Way : 160x600

GET MY ACCOUNT AND GET CONTROL *more*

MY ACCOUNT.

Xcel Energy's My Account gives you more control of your energy use and payment options – 24/7. You can conveniently view and pay your bill online and look at your billing and payment history with eBill. You can even track your energy use and make adjustments that might lower your costs. Plus you have access to Xcel Energy efficiency programs, rebates and more.

Sign up free today at xcelenergy.com/MyAccount.



xcelenergy.com/MyAccount

© 2013 Xcel Energy Inc.



SIGN UP
MY *for*
ACCOUNT
FREE *for*

Don't wait another day
to take more control
of your energy use and
payment options.

Sign up today at
[xcelenergy.com/
MyAccount](http://xcelenergy.com/MyAccount).



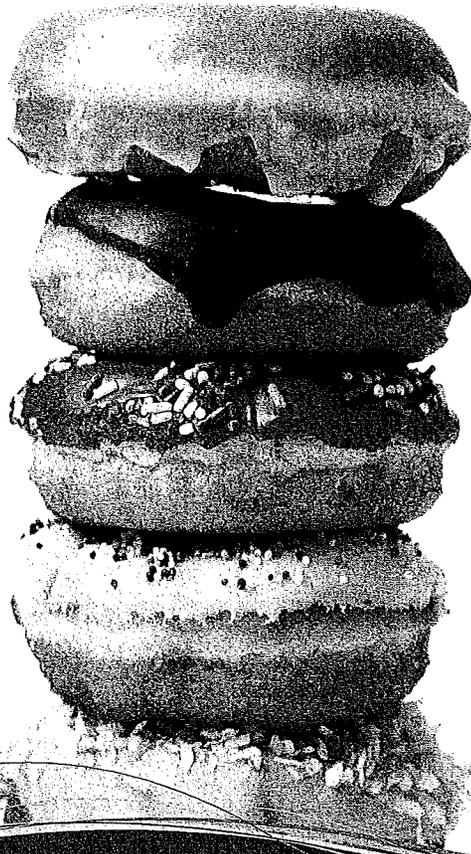
xcelenergy.com/MyAccount

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We now have **over a**
MILLION
My Account customers.

Thanks for your help.

*What a sweet
achievement!*



Printed on recycled paper.

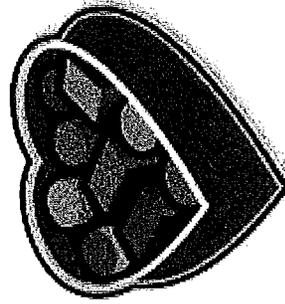
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My Account: A suite of sweet tools

- Nearly a million customers have enrolled in My Account, our online account management tool
- This sweet tool allows you to monitor energy use, pay bills online, check your billing history and more
- **Enroll before Valentine's Day** and help us reach...

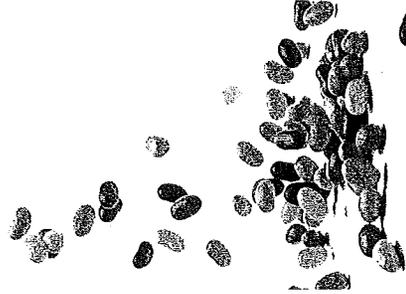
1 Million Customers!

Sign up on: xcelenergy.com/MyAccount



My Account: How sweet it is!

- It's official. We now have over a **MILLION My Account customers**
- Thanks for all your help reaching this milestone
- Not on My Account yet?
Get these sweet account management tools by signing up on:
xcelenergy.com/MyAccount



**SOUTH DAKOTA
ELECTRIC
SAFETY
2013**

NORTHERN STATES POWER COMPANY
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2013
Advertising

TOTAL SAFETY

Total to
South Dakota
\$ 72,549

Ad Category: Safety - General
Timing: April - August
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Billups; Posters

Ad Category: Safety - General
Timing: April - September
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Web Interactive

Ad Category: Safety - General
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Direct Mail

Ad Category: Safety - Contractors
Timing: April - August
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Print

Ad Category: Safety -General
Timing: April - September
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Radio

2014 South Dakota Electric Rate Case, submitted by Public Safety
May 5, 2014

2014 NSPM-South Dakota Electric Rate Case/Public Safety

Business Unit: 500816
Object Account: 723775
Subledgers: 185, 500819 (Safety Information)
January 2013 – December 2013

Background:

Xcel Energy provides public safety information throughout all Xcel Energy service territories, including areas served in South Dakota by Northern States Power Company, a Minnesota corporation (NSPM). The safety information shared serves to increase customer and community awareness of utility hazards and decrease serious incidents and damages by promoting safe behavior around electricity. Our safety programs combine electricity and natural gas safety information because in many service territories, Xcel Energy is the local electric and natural gas provider. Sharing both helps to more cost effectively deliver information while consistently promoting safety information throughout Xcel Energy's service territories.

Public Safety Programs:

Xcel Energy's public safety programs are designed to provide safety information and activities specifically for use by elementary educators and students in schools we serve, at-risk workers (third party contractors, including excavators working near Xcel Energy equipment), and emergency responders (law, fire, emergency medical services) who often are first to respond to a utility emergency. Additionally, some materials provide information to local public officials, while others reach the public in general.

Fulfillment programs have two key components, including:

- **Direct mail.** Annually we purchase mailing lists, then send, via US mail, an offer with safety information and/or sample program material. The direct mail offer also serves as an order form. The material is designed to support each designated audience.
 - Example: Elementary educators within NSPM-South Dakota served schools are encouraged to order free classroom books that provide electricity and natural gas safety awareness and the relative behaviors to stay safer. The material also meets national educational standards for science curriculum. Upon our receipt of the educator's order, we fulfill the order by mailing the material requested.
- **Website content.** Through the direct mail and Xcel Energy's Internet webpage (xcelenergy.com/safety), we encourage all audiences to visit

2014 South Dakota Electric Rate Case, submitted by Public Safety
May 5, 2014

our additional on-line safety sites. Each site offers extensive support to the defined audience to promote safe behavior.

- o Example: First responders (community emergency officials who can be first to respond to a NSPM-South Dakota electric emergency) have the opportunity to order the book entitled "*Responding to Utility Emergencies*," authored by nationally recognized former fire chief, Michael Callan, and another DVD authored by AEGIS about safely responding to an electric and/or natural gas utility emergency. Most information encourages emergency responders to secure the scene, and then wait for the local utility (such as NSPM-South Dakota) to arrive to manage the utility emergency that may include a downed, energized electric lines to a cut and blowing natural gas line. Xcel Energy also provides the "*Responding to Utility Emergencies*" (RTUE) related web-based training that offers community first responders greater flexibility to attend training any time on-line; RTUE on-line is also publicized on the Xcel Energy First Responder fulfillment website link.

Non-Fulfillment Material

In addition to fulfillment programs noted above, Xcel Energy also purchases or produces safety material that shares the same or similar safety information with our customers and/or designated audiences. This material is often provided to support, for example, requests to provide utility safety information at community events such as fairs.

Non-fulfillment material is often the same material offered through the fulfillment programs to ensure consistency in information shared. The samples attached are used for both fulfillment and non-fulfillment material.

Bill Inserts

In June of 2013, a safety insert was included in the mailed bill for South Dakota customers. The insert included information regarding electric and natural gas safety and Call 811 before you dig. See sample included.

2014 South Dakota Electric Rate Case, submitted by Public Safety
May 5, 2014

Below provides specific information about the websites that support the fulfillment programs.

Web Site Links for Safety Information and Programs

Xcel Energy website links for Electric Safety Information

<http://www.xcelenergy.com/Safety & Operation/At Home & Work/Electric Safety>

Specifics of Culver Company Fulfillment Programs:

Culver Company is a nationally acclaimed utility public safety vendor that provides materials for the following Xcel Energy audiences (and as noted above):

- **EDUCATORS/ELEMENTARY STUDENTS:**

<http://www.xcelenergy.com/Safety & Operation/Educational Resources/Classroom Resources/e-SMART and Safety World>

On the bottom of the page, if e-SMART and Safety World is selected from the additional resources menu, the link defaults to the vendor hosted site:
<http://www.e-smartonline.net/xcelenergy/>

Through this Culver Co. (vendor) hosted site, three labeled tabs at top (kids, teachers, parents) enable each intended audience to review information.

For example, the "Teachers" tab provides elementary educators access to order classroom student books, teacher guides and activities. The "Kids" tab links to safety activities (Safety World), and "Parents" tab encourages visits to information provided to their children. On the kids' and teachers' pages, safety videos are also viewable on-line.

The elementary school fulfillment program is offered to public and private elementary schools in all areas served by Xcel Energy's four operating companies, which includes the Xcel Energy areas served in NSPM-South Dakota.

In September 2013, mailing lists were purchased and reviewed against previous year program lists; we then US mailed safety educational materials to elementary educators and notified them of the availability of Xcel Energy's free safety printed materials and encouraged them to order for in classroom use. The materials also meet national standards established for science curriculum within the targeted grades (in 2013, elementary schools targeting grades 2-6). In South Dakota, 698 elementary educators were identified within NSPM-South Dakota served areas and direct-mailed a safety packet which included a brochure that identifies safety information and materials available, a sample of two safety books (Aunt Sarah and the Amazing Power, The Shocking Truth), website links, and an offer to

2014 South Dakota Electric Rate Case, submitted by Public Safety
May 5, 2014

order free materials. In follow-up surveys, educators continue to report the printed material is often provided to students as "homework," thereby offering safety information into our NSPM-South Dakota customers' homes.

Costs are associated with Culver Co.'s direct-mail program material design and development, mailing list purchase, delivery of products to educators and students, fulfillment of product requests, and list management. Also included in the costs are annual licensing rights for use of the Culver hosted website, website content, website management and support, and website materials (pre and post test materials). (Samples of both direct mail and on-line website materials are attached).

- **AT-RISK THIRD PARTY CONTRACTORS**

<http://www.xcelenergy.com/Safety & Operation/At Home & Work/Natural Gas Safety/Worker and First Responder Safety>

On the bottom of the page when e-Smart Workers link is selected from menu, the site defaults to the vendor hosted site: <http://www.e-smartonline.net/xcelworkers/>

Links to Culver Co. hosted website provides third party contractors (those whose work brings them close to overhead or underground electric and /or gas lines) with access to order material, PowerPoint presentations, meeting planning guides, etc.

In addition to the on-line contractor site, Xcel Energy annually uses direct mail to reach third-party contractors. Through US mail, third party contractors receive an order form and information to encourage them to order free safety material, including contractor safety books and a DVD entitled "*Worker Beware*" (sample DVD cover attached). In the 2013 mailing list creation, 1,385 third-party contractor businesses were identified as performing work in NSPM-South Dakota areas, and in March, were mailed the safety packet that included a safety poster for immediate display along with the business reply card to order free safety material.

Costs incurred for this program include website development and all related support, program material development, mailing list development and fulfillment (samples of both direct mail and on-line website materials are attached).

- **TARGETED THIRD PARTY AT-RISK CONTRACTOR PROGRAM (Tree Workers & Siding/Gutter/Scaffolding/Roofers)**

In spring 2013, we also targeted outreach directly to two, third party contractor groups, Tree Workers and Siding/Gutter/Scaffolding/Roofing installers as they very often work near energized overhead electric lines. The

2014 South Dakota Electric Rate Case, submitted by Public Safety
May 5, 2014

material provided to them was specifically designed for them and was additional to the material offered in the At-Risk Third Party Contractor businesses identified in previous bullet. These targeted businesses were reached initially by purchasing mailing lists using Standard Industrial Classification (SIC) for Tree Workers (SIC 0783/84) and Siding/Gutter/Scaffolding/Roofing Installers (SIC 1761). An Xcel Energy corporate Key Performance Indicator goal also was established to increase contact to these two SICs.

In South Dakota, the 2013 program identified then mailed information two times, with each of the two mailings distributed to almost 100 Tree Worker businesses and almost 50 Siding/Gutter/Scaffolding/Roofing Installer businesses.

In addition to the above U.S. mailing offers, we provided electronic safety messaging and material offers to email addresses provided by at-risk businesses and educators.

- **FIRST RESPONDERS**

<http://www.xcelenergy.com/Safety & Operation/At Home & Work/Natural Gas Safety/Worker and First Responder Safety>

On bottom of page, select the First Responder Beware link from the menu; it defaults to the vendor hosted site:

<http://www.culverco.com/xcelenergyfirstresponders/>

Links to Culver Co. hosted site provide community first responders (primarily fire and law enforcement) with access to order first responder material and presentation material (PowerPoint and job guides), an AEGIS produced first responder DVD and the book "*Responding to Utility Emergencies*". Xcel Energy pays an annual license agreement to Culver Co. for its hosted site. This site also helps promote access to the Callan hosted on-line training site, *Responding to Utility Emergencies (RTUE)*.

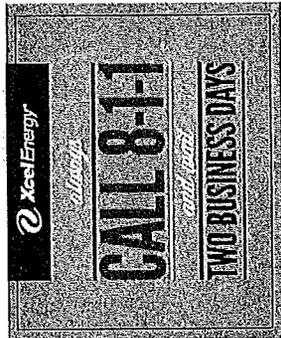
"*Responding to Utility Emergencies*" (RTUE) on-line training for emergency responders provides greater support to emergency officials by providing around the clock access to the on-line training that uses interactive situations about responding to utility emergencies (electric and gas). RTUE's on-line training portal (<https://xcel-energy.rtueonline.com/>).

Culver Co. costs associated with the website links above include annual licensing rights for the use of the web-site content, website management and support, trainer's guides, etc.

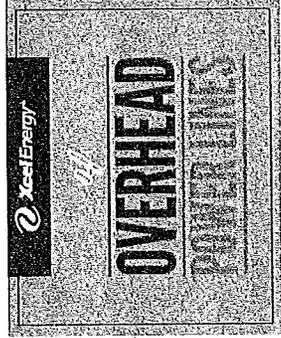
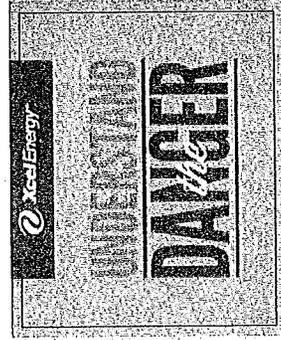
Safety Creative

SD Flash Banners

CBYD 2 Day



Overhead



Safety Creative

SD Out of Home

Call Before You Dig 2 Day

xcelenergy.com/Safety

NEVER DIG DANGEROUSLY

Always call 8-1-1 at least two business days before you dig.

Xcel Energy

811

Overhead

xcelenergy.com/Safety

STAY AWAY STAY ALIVE

Stay at least 10 feet away from overhead power lines.

Xcel Energy

Keep at least

10 FEET AWAY

OVERHEAD
from
LINES

LOOK UP. LOOK OUT. Overhead power lines can be extremely dangerous and even deadly. Never touch them or allow any object to touch them. Keep yourself and your ladders and equipment at least 10 feet away. If you see lines brought down by weather, call us right away at 1-800-895-1999. In an emergency, call 9-1-1.

Learn more about safety at xcelenergy.com/Safety.

Follow us on Facebook, Twitter, and YouTube

xcelenergy.com/Safety

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 **Xcel Energy**[®]
RESPONSIBLE BY NATURE[®]

PUT DOWN THE SHOVEL *and pick up* PHONE

CALL 8-1-1. IT'S THE LAW. It can be dangerous and costly to dig into a buried gas or electric line. So at least two business days before you dig, you must call 8-1-1. A professional will come to locate the utilities' buried lines in your yard and mark them with color-coded flags or paint. There's no cost to you, but you must wait the required time. Dig carefully, avoid digging near the marks and always follow instructions. In an emergency, always call 9-1-1.

Learn more about safety at xcelenergy.com/Safety.



Watch Us on Facebook Follow us on Twitter YouTube

xcelenergy.com/Safety

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Bill Inserts
June 2013

NSPM - SD Electric Rate Case
May 5, 2014

HOW TO DETECT A NATURAL GAS LEAK

Use ALL your senses!

SMELL: Because natural gas has no odor, we add a harmless odorant – mercaptan – to it. While everyone's sense of smell varies, many identify the odor of mercaptan as similar to that of a rotten egg, skunk or sulfur. If you smell an unusual or unexplained odor that appears for no apparent reason, often quickly, its presence may indicate a natural gas leak. Knowing how to recognize the odor of natural gas either in your home or in your neighborhood helps you respond appropriately. Be aware that certain conditions may cause the odor to "fade" so that it is not readily detectable. This occurs when physical and chemical processes diminish the odorant in the gas.

SOUND: A gas leak also may create a slight hissing, to a stronger blowing, or even a roaring, sound.

SIGHT: If you see dead or dying vegetation for no apparent reason, dirt blowing or bubbling in a pond or puddle, they can be signs of a gas leak. If you see one or more of these signs, be safe and call a professional to investigate.

YOUR SAFE RESPONSE TO A GAS LEAK

- Leave your home immediately. If the odor is outside, quickly move far away and upwind from the odor.
- Never use a phone or cell phone inside or near an outside odor. Only when you're a safe distance away, then call us at 1-800-895-2999, or your local gas company, or 911 in an emergency, for immediate help.
- If you have used a phone inside your home or near the outside odor – which is never recommended – do not hang up the receiver as that also can create a spark that may ignite the gas.
- Never strike a match or smoke a cigarette near suspected leaking gas.
- Stay away until an emergency response official or your local gas company tells you it's safe to return.

IMPORTANT XCEL ENERGY PHONE NUMBERS:

- Electric Emergency/Outage..... 1-800-895-1999
- Gas Emergency/Gas Odor 1-800-895-2999
- Residential Customer Service..... 1-800-895-4999
- TTY 1-800-895-4949

Providing safe, reliable energy is just one of the ways we show our commitment to the communities we serve.



RESPONSIBLE BY NATURE®

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Northern States Power Company-Minnesota, an Xcel Energy Company, | 13-04-010 | 105K | 06/13 | 00097799

Printed with soy-based inks on recycled paper.

CONNECT



Work Safely Around Energy Lines
Your Safety Is Our Priority

Xcel Energy provides safe, reliable energy that you can count on. In some communities, we provide natural gas and electricity. In other instances another company may provide one or both of these services. But no matter which company provides you energy or operates any pipelines nearby, we want to share information with you to ensure your safety.

Within South Dakota, Northern States Power Co. of Minnesota (doing business as Xcel Energy) has an odorized natural gas transmission pipeline in regions of Lincoln and Minnehaha counties.

To view the more general location of this pipeline (and others in or near your community), visit: npms.phmsa.dot.gov/ then use the "NPMS Public Map Viewer" tab at top and identify your state and counties.

Even though this pipeline is identified by a pipeline marker, you must still call 811 in advance of digging, and then wait before digging.

A pipeline marker helps show the approximate pipeline path between markers, but it never shows its direct path, buried depth or size. The marker does name the product in the pipeline, the pipeline operator and its 24-hour emergency phone number.

When you respect the laws in place to help protect the nation's buried pipelines such as always calling 8-1-1 before digging, you responsibly contribute to pipeline safety. Pipeline damages most often occur as a result of careless digging. Please act responsibly near all pipelines and report any suspicious activity to the operator named on the pipeline marker.

POWER LINES ARE DANGEROUS

Simple tasks such as pruning a tree, cleaning your gutters or making repairs to the outside of your home can seriously injure you or even be fatal when overhead power lines are nearby. When working outdoors, always look up first to locate overhead lines and assume that any line is energized.

- Keep yourself, ladders, work tools, and any object you're holding – no matter what it's made of – more than 10 feet away from power lines.
- When you're working or hunting in fields near irrigation pipes and you need to lift a pipe upright, first look up for power lines. If power lines are present, be sure the pipe is at least 10 feet from them.
- Pruning trees near power lines is dangerous; only qualified tree workers may trim near high voltage power lines.
- Never plant vegetation near metal boxes that house electrical equipment. If you notice any tampering or missing locks on the equipment, quickly call Xcel Energy at 1-800-895-1999, or call your local electric provider.
- Assume all power lines are energized – overhead, low-hanging, or lines that may have fallen to the ground or onto something during a storm or auto accident. Never touch the line or anything the line may be touching, including people.

KEEP OUTDOOR PLAY SAFE

- Teach your children to never climb trees near power lines, nor to play near or on electrical equipment such as power poles, transformers, metal switch cabinets, fences or substations.
- Fly kites, model planes and other toys in open fields far away from overhead power lines and never place a trampoline or build a playhouse under or near a power line.
- When boating or fishing, watch out for power lines near rivers and lakes. Masts on sailboats conduct electricity and so do fishing lines.
- Avoid docking or casting near power lines and never try to retrieve lures tangled with power lines.
- Always heed the warning signs – HIGH VOLTAGE WARNING and DANGER. Stay away.

Always assume a downed wire is energized and dangerous. Touching a live line or anything it's touching or near it – such as a fence, a puddle, a car, a person, etc. – will allow electricity to flow from the line and anything the line is touching to you and through your body to reach the ground. This can result in serious injury or death. For additional energy safety tips, visit our website at xcelenergy.com.

BEFORE DIGGING, KNOW WHAT'S BELOW.

Be smart when you have a digging project. Smart digging means calling 811 several days **before** each job. Homeowners often make risky assumptions and don't have their utility lines marked, but **all** digging jobs require a call – even small projects like planting trees and shrubs. It's a free service that helps you dig smartly and safely by following these few simple steps:

- Always call 811 before digging.
- Wait the required time before you dig to allow all utilities time to locate and mark their lines.
- Respect the marks.
- Avoid digging near the marks.



**Know what's below.
Call before you dig.**

Calling 811 is a free service that serves to prevent injuries, property damage, inconvenience and expense. Utilities do not locate customer-installed lines such as those that provide gas to a grill, heat to a pool or garage.



Educator Fulfillment - Direct Mail

Culver: Fall 2013 South Dakota Mail List = 698
Public/Private Elementary School Educators

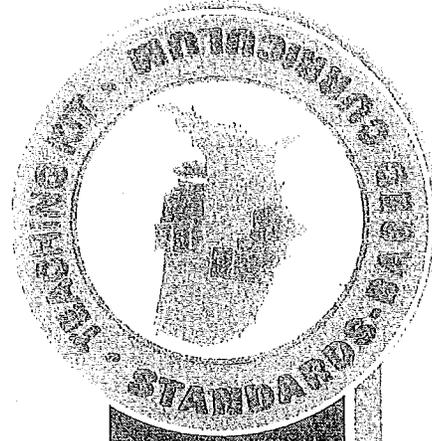
NSPM - SD Electric Rate Case
May 5, 2014

PERMIT STD
US Postage
PAID
Brainerd, MN
Permit No. 472

9342E



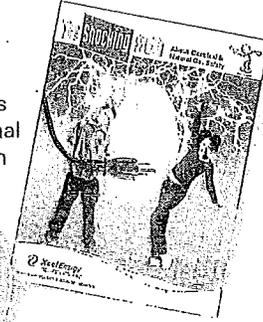
Xcel Energy
Educational Materials Distribution
104 Bridge Road
Salisbury, MA 01952



Get State Academic Standards with Xcel Energy's
FREE Teaching Resources on Energy Safety.
FREE samples enclosed.

Meet National and State Academic Standards

We all have a responsibility to support student achievement and to prepare our students for the future—no one knows this more than you. That's why we've incorporated National and State Academic Standards into the content of our books, and developed companion Standards Correlation Sheets. Our materials are developed by educators and industry specialists—so you can be confident that they address educational standards, critical subject matter, and meet your teaching objectives.



<p>People Who Work with Electricity Use Special Protective Gear</p> <p>Only the ones in each pair that you work with are the ones you ought to be safe with. The book tells you how to stay safe.</p>	<p>What to Do if You See Broken or Downed Wires</p> <p>Always assume that downed wires are live. They can be deadly. If you see a downed wire, do not touch it. Stay away from it. Tell an adult. Do not touch anything that is touching the wire. Do not touch anything that is touching the wire. Do not touch anything that is touching the wire.</p> <p>Once you jump from a car with an electric wire on or near it, is the danger over?</p> <p>It depends on the situation. Electricity can travel through the ground to the car. It can travel through the ground to the car. It can travel through the ground to the car.</p>
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The Shocking Truth About Electrical and Natural Gas Safety, Grades 4-6

An example of just some of the Science Education Standards covered in one of our books:

SCIENCE

Standard 1. Physical Science

Concepts and skills students master: 1. Energy comes in many forms such as light, heat, sound, magnetic, chemical, and electrical.

Evidence outcomes: Students can

- Identify and describe the variety of energy sources.
- Show that electricity in circuits requires a complete loop through which current can pass.
- Describe the energy transformation that takes place in electrical circuits where light, heat, sound, and magnetic effects are produced.

Save prep time

Because you face so many demands on your time, our resources include a teacher's guide to save you time and to help you easily implement our materials and reinforce learning. Our guides are designed to enhance the lessons in the student books by outlining objectives, providing detailed background information, presenting key discussion points, and offering follow-up activities and useful answer keys.

Background/Discussion: Review the vocabulary words in the word search. Preview the book by asking students to find the first time each of these words is used. (*Atoms—p. 4; Circuit—p. 6; Conductor—p. 8; Current is not used; Electricity—p. 2; Electron—p. 4; Energy—p. 2; Insulator—p. 8; Mercaptan—p. 14; Natural Gas—p. 2; Volts—p. 9; Watts is not used.*) Have students write a paragraph using some of these words.

Energy Safety Education Program *Xcel Energy*

FREE Teaching Resources
Student Books • Teacher Guides • Pre/Post-Tests • Interactive Online Resources

Meet State Academic Standards

Save prep time

STANDARDS-BASED CURRICULUM TEACHING KIT

www.freeenergyresources.com

...and engage students

Xcel Energy Teaching Resources



Ident books for your class and access to downloadable online resources:
Teacher's Guides that outline the books' objectives, and offer background information, discussion points, and follow-up activities
Pre/Post-Tests that evaluate student understanding of core science and safety concepts presented in the materials
Standards Correlation Sheets that correlate each book's content to relevant National and State Academic Standards



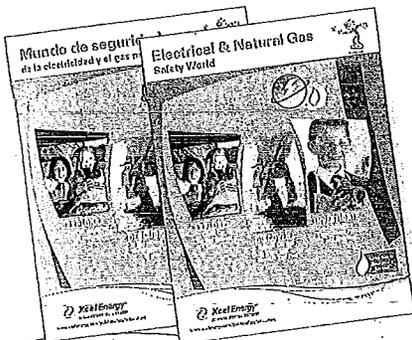
Aunt Sarah and the Amazing Power: An Energy Safety Tale

Grades 2-3 The book is a beautifully illustrated tale about three lovable kittens and their Aunt Sarah who introduces important safety issues and the key benefits of electricity and natural gas. The lively story also incorporates age-appropriate word- and picture-based activities.



The Shocking Truth About Electrical & Natural Gas Safety

Grades 4-6 The book inspires students' interest in electric and natural gas safety. Students learn lessons such as how electricity affects the body and how to detect a gas leak. This book is key to learning about risk assessment and how to avoid accidents around utilities.



Electrical and Natural Gas Safety World

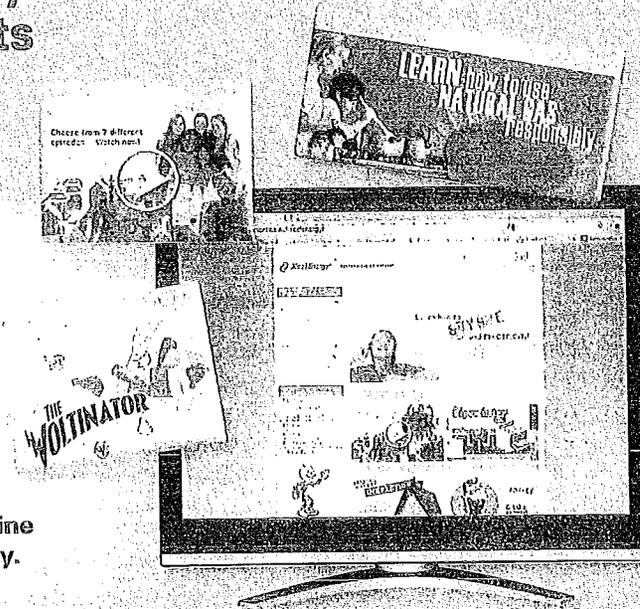
Grades 4-6 The book helps teach vital science concepts while powerfully reinforcing safety. Content covers energy distribution, renewable vs. nonrenewable resources, circuitry and conductors vs. insulators.

Also available in Spanish.

Address learning styles and engage students

Our teaching resources offer many tools, including scientific inquiry-based experiments, informative stories, thought-provoking discussion exercises, interactive online games, and challenging quizzes and tests. This broad approach toward learning means that there's something to appeal to the interests and learning styles of all your students. What's more, the multiple modes of presentation help reinforce concepts and improve understanding and retention.

Order, view, download and print a variety of educational resources online at www.e-smartonline.net/xcelenergy.

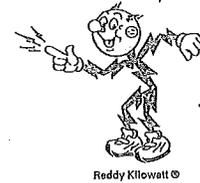


Xcel Energy e-SMARTkids™ website for students, teachers and parents.

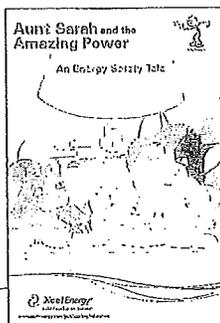
Conserve your budget—order FREE teaching resources

During a time when budgets are squeezed and teachers often spend their own money to supplement their classroom materials, Xcel Energy is proud to provide you with classroom teaching resources free of charge. No cost to order, no cost for materials, and no fee for shipping.

See the back page of this mailer for details.



Reddy Kilowatt ©



**Protect our energy lines
 Protect the community.
 Call before you dig**



Most schools use natural gas to provide fuel for heat and cooking, and many pipelines are nearby. Similarly, electric lines outside the school grounds deliver the power that is used inside the classroom. The single greatest cause of damage to underground utilities — such as gas pipelines and electric lines — is damage from excavation and utility work. If your students or their family members plan to dig or move earth in any way — from planting a tree or shrub to repairing or installing irrigation lines or a fence — please contact your state's one-call center by calling 811. Work your state's required time — at least 2 to 3 working days.

Warning signs of a natural gas leak

Warning signs of a natural gas leak could be a distinctive sulfur-like odor, dirt spraying or blowing in the air, a hissing or roaring sound, continual bubbling in water, or plants or grass dead or dying with no apparent reason. If you suspect a natural gas leak:

- Leave your home or the outside area immediately and move to a safe location. Call 811. Xcel Energy customers also should call 1-800-995-2989.
- Warn others to stay away.
- Even a tiny spark could ignite the natural gas, so:
 - Never use a telephone or cell phone.
 - Walk safely away.
 - Never operate electric appliances or switches, such as lights, door bells, radios, television controller, or garage door openers.
 - Do not strike a match.
- Remind adults that they should never try to extinguish a gas fire, or stop the flow of gas, or turn a valve on pipeline equipment.

Order Your FREE Classroom Resources from Xcel Energy

Name: _____
 Title (i.e., teacher, principal, librarian): _____
 School Name: _____
 Is this a homeschool? Yes No
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ Email: _____
 Which subject(s) do you teach? _____
 Which grade(s) are you ordering for? _____
 How many teachers will be using these materials? _____
 Comments: _____

Title	# of Books
Count Sarah and the Amazing Power, Gr. 2-3, #37415	
The Shocking Truth About Electrical & Natural Gas Safety, Gr. 4-6, #37410	
Electrical & Natural Gas Safety World, Gr. 4-6, #37400	
Electrical & Natural Gas Safety World-Spanish, Gr. 4-6, #37405	

Thank you for your order. Materials will arrive in 2 to 4 weeks.

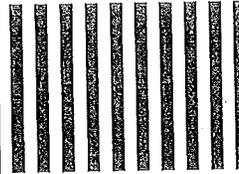
How to order **FREE** teaching resources from Xcel Energy

To receive your FREE teaching resources, complete the attached, self-addressed, postage paid order card and mail it, or fax it to **978-463-1715**. For quicker delivery, order online at www.e-smartonline.net/xcelenergy.

Enter the number of students in your class next to the title you'd like to receive. Orders are filled on a first-come, first-served basis. If inventories are depleted, you will be notified by mail.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO.60 NEWBURYPORT MA

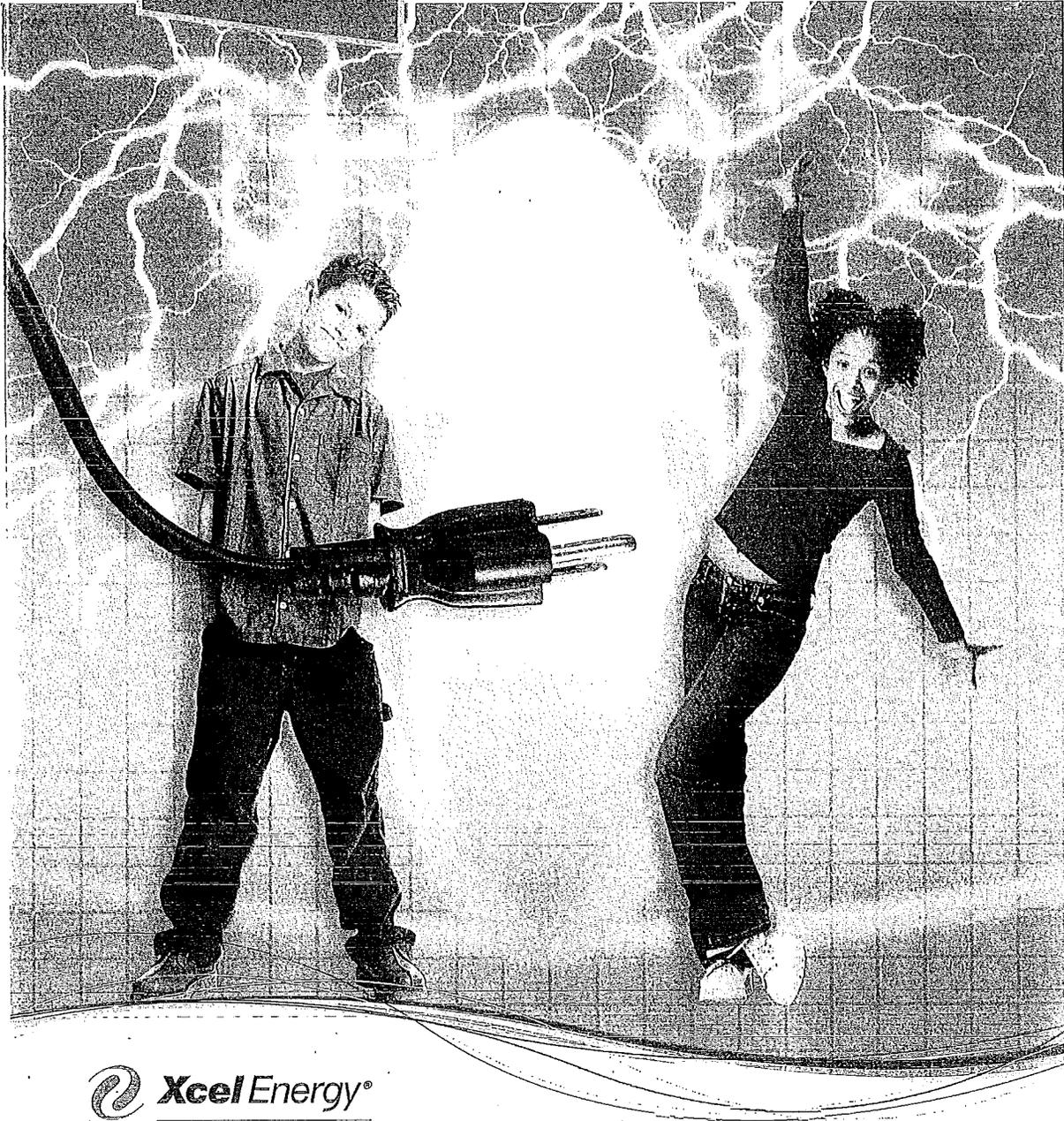
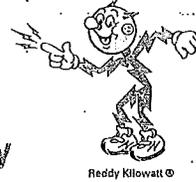
POSTAGE WILL BE PAID BY ADDRESSEE

Xcel Energy
Safety Materials Distribution
104 Bridge Road
Salisbury, MA 01952-9912



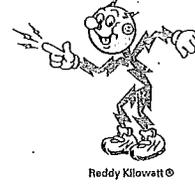
The Shocking Truth

About Electrical &
Natural Gas Safety

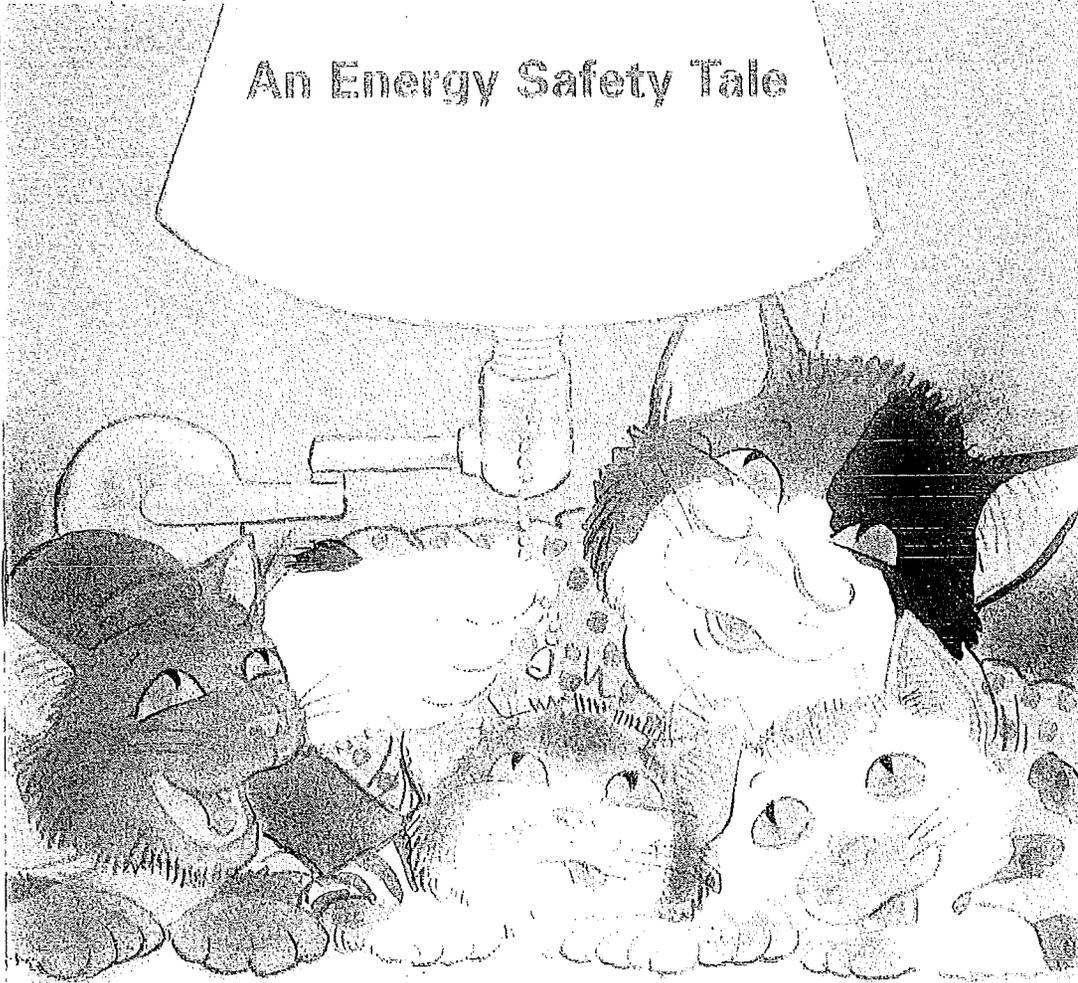


www.xcelenergy.com/publicsafety/educators

Aunt Sarah and the Amazing Power



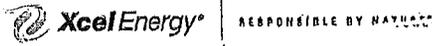
An Energy Safety Tale



www.xcelenergy.com/publicsafety/educators

Educator - Online Website Information

NSPM – SD Electric Rate Case
May 5, 2014



Welcome!

Xcel Energy invites you to become an e-SMART kid. Becoming e-SMART means learning about electricity and natural gas and how to use them safely. Check out our games, activities and videos, and you'll be on your way!

Kids

Get SMART!

Electrical Safety-SMART!

Natural Gas Safety-SMART!

Videos

Games

Home Inspections

Ask an Expert



Reddy Kilowatt ©

CALL



Know what's below.
Call before you dig.

To reach your state's
underground utility service/
one-call center, call 811.

Get SMART!

Next >

Electrical Safety-SMART!

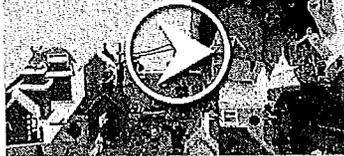


Videos

Next >

Electrical & Natural Gas Safety World

Choose from 7 different episodes... Watch now!



Games

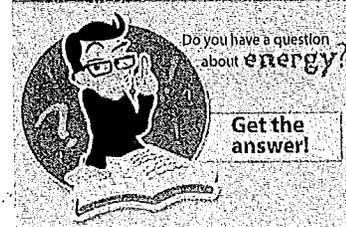
Next >

The Voltinator



Home Inspections

Ask an Expert



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Home Electrical Safety Inspection

Print

Do you use electricity safely in your home?

Print this checklist and do this inspection with an adult in your family. If you find a hazard, check NEEDS FIXING and then ask an adult to have them fixed.

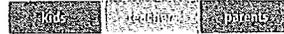
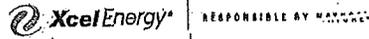


	True	Needs fixing
1. Electric outlets are not overloaded with lots of plugs.	<input type="checkbox"/>	<input type="checkbox"/>
2. Electric cords are in good condition.	<input type="checkbox"/>	<input type="checkbox"/>
3. Electric cords do not run under rugs or furniture legs or near hot appliances.	<input type="checkbox"/>	<input type="checkbox"/>
4. Electric appliances are used away from water.	<input type="checkbox"/>	<input type="checkbox"/>
5. People carry appliances by the handle, not the cord.	<input type="checkbox"/>	<input type="checkbox"/>
6. A multipurpose fire extinguisher is kept in the house.	<input type="checkbox"/>	<input type="checkbox"/>
7. All danger and warning signs are read and carefully followed.	<input type="checkbox"/>	<input type="checkbox"/>
8. Electric appliances that can get hot—such as heaters, toasters, and light bulbs—are kept away from things that can burn.	<input type="checkbox"/>	<input type="checkbox"/>
9. Safety caps are inserted in outlets when small children are around.	<input type="checkbox"/>	<input type="checkbox"/>
10. Small appliances are turned off and/or unplugged when people leave home.	<input type="checkbox"/>	<input type="checkbox"/>
11. All extension cords, lights, and appliances used outdoors are labeled with a certification for outdoor use.	<input type="checkbox"/>	<input type="checkbox"/>

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e-SMARTkids

Page 1 of 1



Welcome!

Xcel Energy knows teachers play a critical role in helping students learn to use energy safely. This site gives you the resources you need to achieve this important goal.

Explore our curriculum-based games and videos. Then let us know what you think. We welcome your feedback!

Teachers

[Classroom Resources](#)

[Video Resources](#)

[Energy Glossary](#)

[Home Inspections](#)

[Give Feedback](#)



Reddy Kilowatt®

CALL



Know what's below.
Call before you dig.

To reach your state's underground utility service/one-call center, call 811.

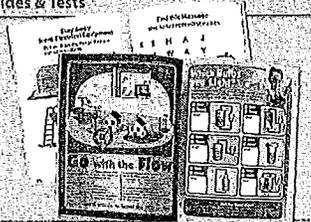
Classroom Resources

Next >

Order FREE Materials/ Download Guides & Tests

FREE Materials

Support educational standards and easily integrate into your regular curriculum.



Help your students stay safe around electricity and natural gas.

Video Resources



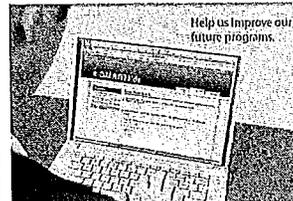
Energy Glossary

electricity — the basic part of energy — the ability to do work. energy efficiency — Use less energy. You can do this by using energy-efficient appliances, such as new lights and appliances. environment — All the natural and living things in our environment. splitting the atom —

Home Inspections



Give Feedback

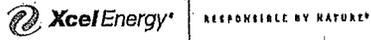


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SMARTkids

Page 1 o



e-SMARTkids



Welcome!

Xcel Energy welcomes you to e-SMARTkids. You play a critical role in helping your children learn to use electricity and natural gas safely. This site gives you the tools you need to achieve this important goal. We hope you find it useful!

Parents

- Call Before You Dig
- Ask an Expert
- Home Inspections
- Energy Glossary
- Privacy Policy

CALL
811
Know what's below.
Call before you dig.
To reach your state's underground utility service/one-call center, call 811.

Call Before You Dig

Know what's below.
Call before you dig.

Ask an Expert

Do you have a question about energy?
Get the answer!

Home Inspections

When it comes to electricity and natural gas, how safe is your home?
Do this inspection and find out!

Energy Glossary

Electricity — The basic part of energy.
Energy — The ability to do work.
Energy efficiency — Using less energy to do the same amount of work.
Energy conservation — Using energy wisely.
Renewable energy — Energy from sources that are naturally replenished, such as wind, solar, and hydro.
Smart meters — Meters that can communicate with each other and with utility companies to help improve the efficiency of the power grid.
Smart grids — Networks of smart meters and other devices that can help improve the efficiency of the power grid.
Smart appliances — Appliances that can be controlled remotely and can help save energy.
Smart homes — Homes that use smart technology to improve energy efficiency and safety.
Smart communities — Communities that use smart technology to improve energy efficiency and safety.

Privacy Policy

Protecting your privacy is our top priority. We will never give your personal information to anyone else.

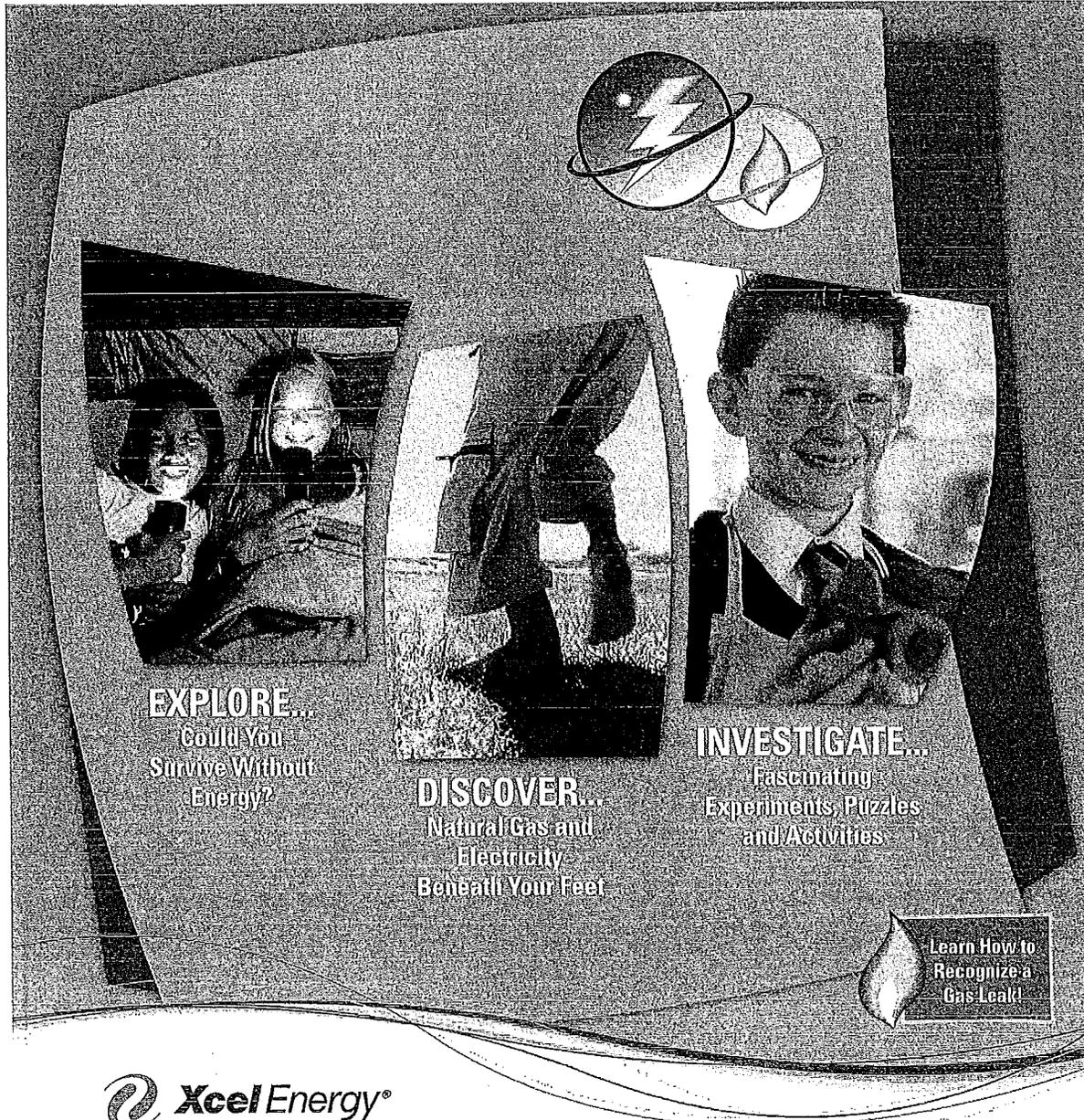
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Fulfillment/Non-Fulfillment Material - Samples

NSPM – SD Electric Rate Case
May 5, 2014

Electrical & Natural Gas Safety World



EXPLORE...
Could You
Survive Without
Energy?

DISCOVER...
Natural Gas and
Electricity
Beneath Your Feet

INVESTIGATE...
Fascinating
Experiments, Puzzles
and Activities

Learn How to
Recognize a
Gas Leak!



www.xcelenergy.com/publicsafety/educators

Mundo de seguridad de la electricidad y el gas natural



Reddy Kilowatt ©

EXPLORA...
¿Podrás sobrevivir
sin energía?

DESCUBRE...
El gas natural y la
electricidad bajo
lupas.

INVESTIGA...
Fascinantes experimentos,
agentes y actividades.

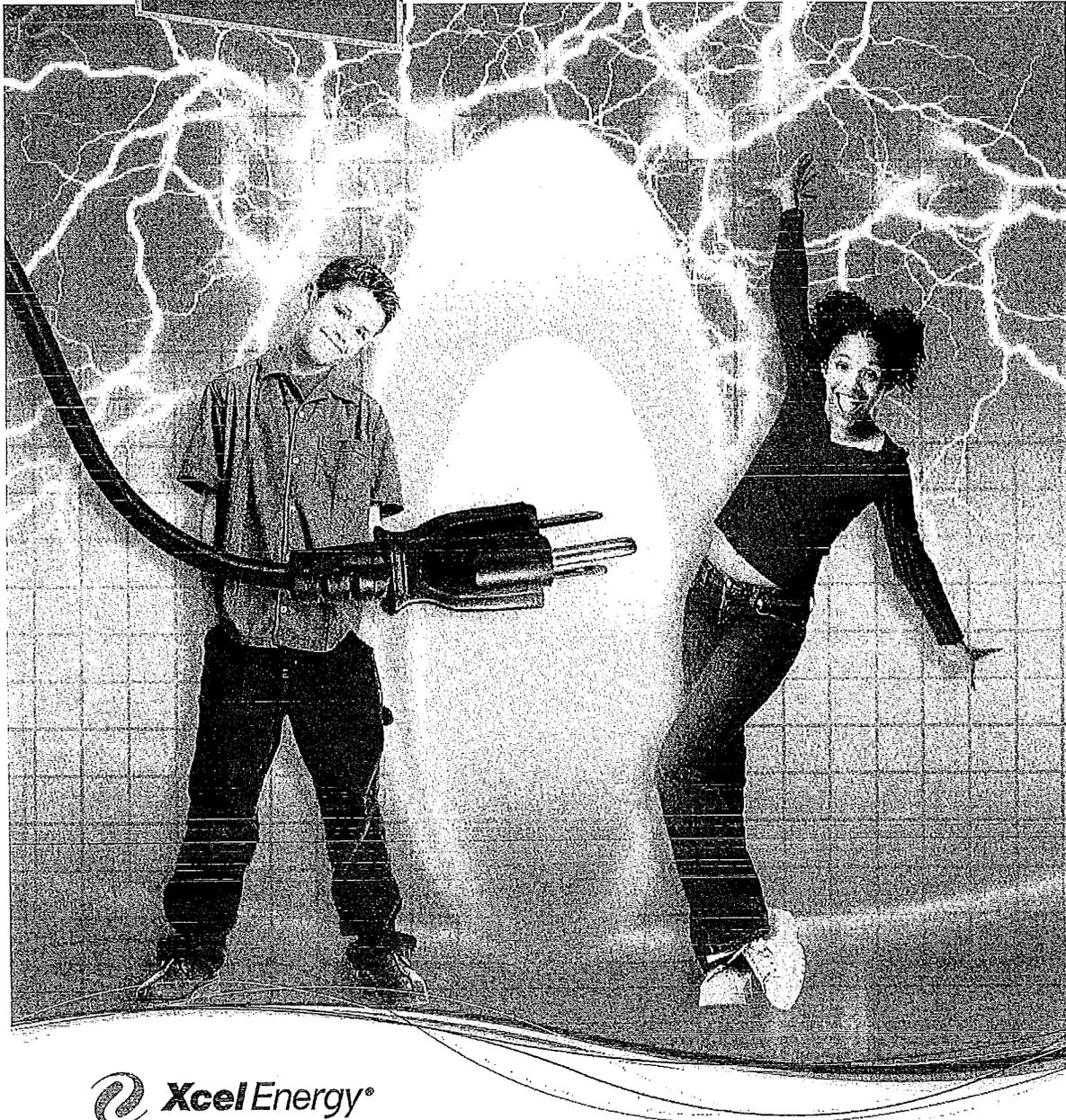
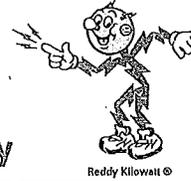
¡Aprende como
reconocer una
luz de gas!



www.xcelenergy.com/publicsafety/educators

The Shocking Truth

About Electrical &
Natural Gas Safety

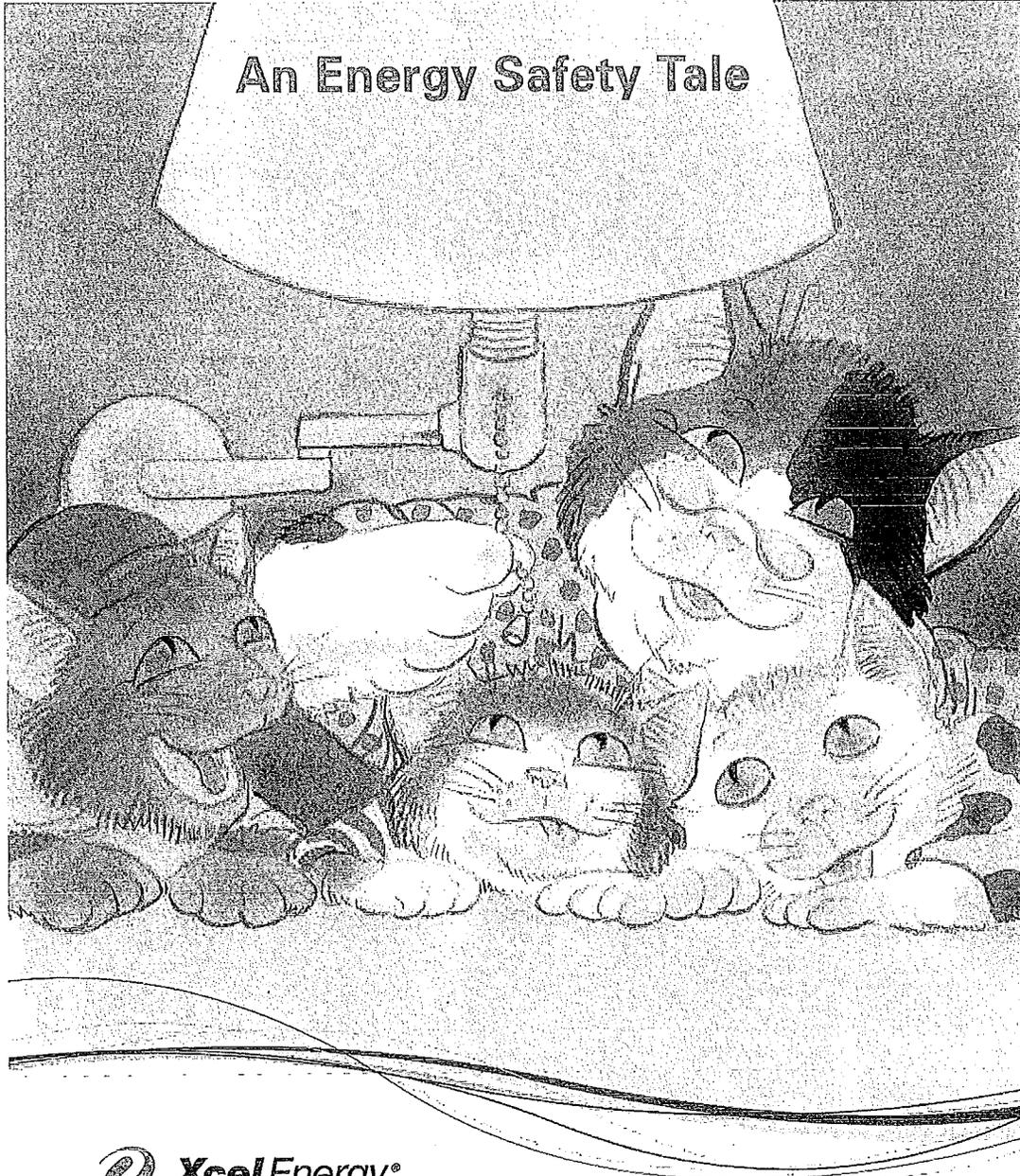


www.xcelenergy.com/publicsafety/educators

Aunt Sarah and the Amazing Power



An Energy Safety Tale



www.xcelenergy.com/publicsafety/educators



Thank You!

Dear Educator:

Enclosed are the safety materials that you recently ordered from Xcel Energy. Please note that your free safety education packet also includes a comprehensive teacher's guide for each book title to assist you with your lesson preparation.

We are pleased to assist you in your teaching efforts. And, we thank you for teaching your students about electricity and natural gas safety. The material is educational while offering a fun way for students to learn how to stay safe around electricity and natural gas!

Sincerely,
Lori Warner
Project Manager, Public Awareness Programs

P.S. For additional educational resources offered by Xcel Energy, visit www.xcelenergy.com/publicsafety/educators. This includes Educational websites, videos, games and teacher resources that make lesson planning easy.



Electrical & Natural Gas Safety World supports the following Colorado Academic Standards in the areas of Science and Health for grades 4-6:

Grade 4

SCIENCE

Standard 1. Physical Science

Concepts and skills students master: 1. Energy comes in many forms such as light, heat, sound, magnetic, chemical, and electrical.

Evidence outcomes: Students can

- a. Identify and describe the variety of energy sources.
- b. Show that electricity in circuits requires a complete loop through which current can pass.
- c. Describe the energy transformation that takes place in electrical circuits where light, heat, sound, and magnetic effects are produced.
- d. Use multiple resources—including print, electronic, and human—to locate information about different sources of renewable and nonrenewable energy.

Grade 5

SCIENCE

Standard 3. Earth Systems Science

Concepts and skills students master: 1. Earth and sun provide a diversity of renewable and nonrenewable resources.

Evidence outcomes: Students can

- a. Develop and communicate a scientific explanation addressing a question of local relevance about resources generated by the sun or Earth.

HEALTH

Standard 4. Prevention and Risk Management in Health

Concepts and skills students master: 3. Demonstrate basic...safety procedures.

Evidence outcomes: Students can

- d. Develop and apply a decision-making process for avoiding situations that could lead to injury.

Grade 6

SCIENCE

Standard 3. Earth Systems Science

Concepts and skills students master: 3. Earth's natural resources provide the foundation for human society's physical needs.

Evidence outcomes: Students can

- a. Research and evaluate data and information to learn about the types and availability of various natural resources...

HEALTH

Standard 4. Prevention and Risk Management in Health

Concepts and skills students master: 4. Demonstrate ways to advocate for safety, and prevent unintentional injuries.

Evidence outcomes: Students can

- a. Demonstrate the ability to identify and correct safety hazards at home, in school, and in the community.



Aunt Sarah and the Amazing Power: An Energy Safety Tale supports the following Colorado Academic Standards in the area of Health Education for grades 2 and 3:

Grade 2

HEALTH

Standard 4. Prevention and Risk Management in Health

Concepts and skills students master: 4. Demonstrate interpersonal communication skills to prevent injury or to ask for help in an emergency or unsafe situation.

Evidence outcomes: Students can

- a. Demonstrate how to make a decision to call 911 or other emergency numbers for help.
- b. Demonstrate verbal and nonverbal ways to ask an adult for help about an emergency.
- c. Demonstrate effective refusal skills to avoid unsafe situations.

Grade 3

HEALTH

Standard 4. Prevention and Risk Management in Health

Concepts and skills students master: 3. Identify ways to prevent injuries at home, in school, and in the community.

Evidence outcomes: Students can

- a. Define how injuries can occur at home, in school, and in the community.
- b. Identify rules and practices for fire safety.
- c. Demonstrate the ability to understand a safety plan.



At-Risk Third-Party Contractor – Direct Mail

Spring 2013 Mailing List, South Dakota Identified At-Risk Businesses = 1,385

NSPM – SD Electric Rate Case
May 5, 2014

Xcel Energy
RESPECTING BY NATURE

Safety Materials Distribution
318 Energy Blvd
Eden Prairie, MN 55324

Form Order
18 Pages
\$20
www.xcel.com
Form No. 111

Xcel Energy | RESPONSIBLE BY NATURE

WORKER Safety

Protect yourself, your crew, and the public.
Urge your employees to follow the enclosed safety tips when they work around energy lines.



Xcel Energy
RESPECTING BY NATURE

A FREE, Effective Way to Reduce Risk

Order these FREE Electrical & Natural Gas Safety Training Materials.

Your Risks Can Be Costly

The result of a utility contact can be disastrous. Contacts can mean:

- Injury or death
- Higher insurance premiums
- Lawsuits and property damage
- Increased workers' compensation
- OSHA fines
- Higher cost of labor
- Cleanup costs
- Worker replacement costs

Save Money, Save Time, Save Lives

Ordering materials from Xcel Energy's Safety Materials Distribution can help reduce injuries and fatalities and the costs associated with them, such as workers' compensation and lost productivity. Xcel Energy's Safety Materials Distribution also has professional safety and first aid materials with incidents that students have shown, combine to lower production premiums. Xcel OSHA Free. Our materials contain key elements that can help satisfy OSHA training regulations.

Save Lives

Xcel Energy
RESPECTING BY NATURE

3 Easy Ways To Order

1. Mail: Complete the attached self-addressed postage-paid reply card and mail it.
2. Online: Complete the attached order card and fax it to 878-43715.
3. Online: Visit www.xcel.com/energy and click on the "Order" link.

Orders are filled on a first-come, first-served basis and supplies are limited to order today. Materials will ship in 5-7 weeks.

BUSINESS REPLY MAIL

Xcel Energy
Safety Materials Distribution
318 Energy Blvd
Eden Prairie, MN 55324

WORKER Safety

In Case of Emergency!
Utility contact? Report even minor damage to your supervisor.

Gas Leak Signs: A gas leak may have a sulfur-like odor (but not always). Other signs may include a hissing or roaring sound, dirt spraying or blowing into the air, continual bubbling in water, and grass or plants that die or dying for no apparent reason.

If You Contact a Natural Gas Pipeline

1. Warn others and leave the area quickly.
2. Do not use matches, cell phones, radios, or lighters, as even a tiny spark could ignite the gas.
3. Do not operate any gas pipeline valves or stop the flow of gas.
4. Leave the excavation open.
5. Immediately call 811 and the local natural gas utility, or the emergency number posted on the pipeline marker if a gas transmission pipeline. Always call, even if damage is a minor risk of escape.
6. Stay away from the area until safety officials say it is safe to return.
7. Report the incident to your supervisor.

If Your Equipment Contacts a Power Line

1. Move equipment away from the line if you can do so safely.
2. Stay on equipment until utility workers signal you off.
3. Warn others away from the line and anything it is touching.
4. Have someone call 811 and the local electric utility immediately.
5. If fire forces you off, jump clear without touching equipment and the ground at the same time. Land with your feet together and shuffle away with small steps.

To report emergencies, call 811 and the local electric or gas utility.

Xcel Energy | RESPONSIBLE BY NATURE

Xcel Energy Electric Emergency: 800-835-1575
Xcel Energy Gas Emergency: 800-835-1575
Eden Prairie (201) 201-2015 Transmission Safety: 800-835-1575

At-Risk Third-Party Contractor – Fulfillment Samples

NSPM – SD Electric Rate Case
May 5, 2014



Thank You!

Dear Contractor:

Thank you for your interest in Xcel Energy's contractor safety outreach materials. Enclosed is the free safety kit that you ordered.

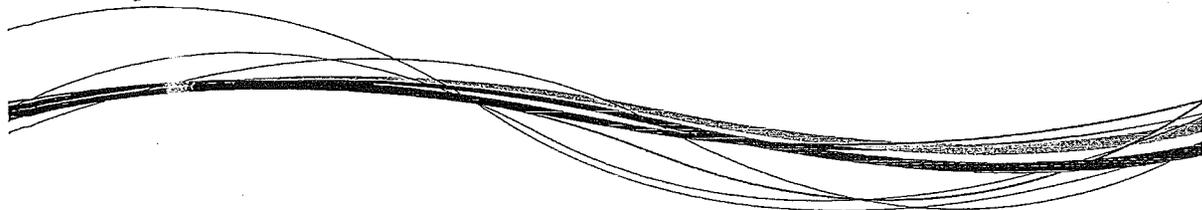
We are glad to assist you in your safety training efforts, and support your efforts by providing the safety information and industry standards provided in the kit.

For more safety information, please visit us on our website located at:
www.xcelenergy.com/publicsafety/contractors

Sincerely,

A handwritten signature in cursive script that reads 'Karen Riegenbach-Vaughn'.

Karen Riegenbach-Vaughn
Manager, Public Awareness Programs



WORKER Safety

Work Safely Around Electric & Gas Lines

5 Steps for Safe Excavation

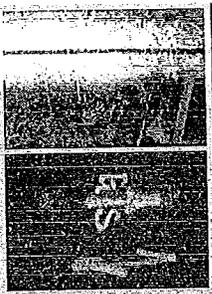
1. Plan your job and pre-mark your dig area with white paint, flags, and/or stakes.
2. Call 811 several working days before you dig.
3. Wait the required time for utilities to locate and mark their lines.
4. Respect the marks when digging.
5. Dig with care and follow hand excavating rules.

Stay Safe Near Overhead Lines

- Be aware of power lines on your job site.
- Assume ALL lines are energized and potentially dangerous.
- Mark a safety boundary to keep workers and equipment at least 10 feet away from overhead power lines.*
- Use a dedicated spotter when operating heavy equipment.
- Do not try to guide a load and be a spotter at the same time.
- Know what to do if your equipment contacts a power line.

* Lines carrying more than 50,000 volts require clearances greater than 10 feet. Cranes and derricks used in construction may require clearances greater than 10 feet and encroachment precautions. Call your local utility for specific clearance requirements.

American Public Works Association Color Code for Locator Marks



- Electric Power Lines
- Gas, Oil, or Steam
- Communications Lines, Cables, or Conduit
- Temporary Survey Markings
- Potable Water
- Reclaimed Water, Irrigation, and Slurry Lines
- Proposed Excavation
- Sewer and Drain Lines

If you find an unmarked line, stop digging and call 811 immediately.



WORKER Safety

In Case of Emergency!

Utility contact? Report even minor damage to your supervisor.

Gas Leak Signs A gas leak may have a sulfur-like odor (but not always). Other signs may include a hissing or roaring sound, dirt spraying or blowing into the air, continual bubbling in water, and grass or plants dead or dying for no apparent reason.

You Contact a Natural Gas Pipeline

1. Warn others and leave the area quickly.
2. Do not use matches, cell phones, radios, or lighters, as even a tiny spark could ignite the gas.
3. Do not operate any gas pipeline valves or stop the flow of gas.
4. Leave the excavation open.
5. Immediately call 911, and the local natural gas utility, or the emergency number posted on the pipeline marker if gas transmission pipeline. Always call, even if damage is a minor nick or scrape.
6. Stay away from the area until safety officials say it is safe to return.
7. Report the incident to your supervisor.

If Your Equipment Contacts a Power Line

1. Move equipment away from the line if you can do so safely.
2. Stay on equipment until utility workers signal you off.
3. Warn others away from the line and anything it is touching.
4. Have someone call 911 and the local electric utility immediately.
5. If fire forces you off, jump clear without touching equipment, and the ground at the same time. Land with your feet together and shuffle away with small steps.

To report emergencies, call 911 and the local electric or gas utility immediately.

Xcel Energy Electric Emergencies: 800-895-1999

Xcel Energy Gas Emergencies: 800-895-2999

Colorado (PSCo) Only: Gas Transmission Pipeline Emergencies: 800-698-7811

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Xcel Energy

RESPONSIBLE BY NATURE®

www.xcelenergy.com/publicsafety/contractors

equidad trabajadores

Trabajo de manera segura!

1. Planifique su obra y marque el área de excavación antes de empezar con pintura blanca, banderas y/o estacas.
2. Llame al 811 varios días antes de excavar.
3. Espere el tiempo requerido para que las compañías de servicios públicos localicen y marquen sus líneas.
4. Respete las marcas al excavar.
5. Excave con cuidado y siga las reglas de excavar a mano.

Manténgase seguro cerca de las líneas aéreas

- Esté alerta de las líneas eléctricas en su sitio de trabajo.
- Asuma que TODAS las líneas tienen energía y son potencialmente peligrosas.
- Marque límites de seguridad para mantener a los trabajadores y al equipo por lo menos a 10 pies (3 metros) alejados de las líneas eléctricas aéreas.*
- Use un observador dedicado cuando opere equipo pesado.
- No trate de guiar una carga y ser un observador al mismo tiempo.
- Sepa qué hacer si su equipo hace contacto con una línea eléctrica.

*Las líneas que transmiten más de 50,000 voltios requieren distancias de seguridad de más de 10 pies. Las grúas o las carrias, cuando se usen en un sitio de trabajo, pueden requerir distancias de seguridad superiores a los 10 pies (3 metros) y deben tomarse precauciones al ingresar la zona de seguridad. Llame a una compañía de electricidad local para que le indiquen las distancias de seguridad específicas que se requieren.

Código de colores para las marcas localizadoras de American Public Works Association

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Líneas de energía eléctrica | <input checked="" type="checkbox"/> Gas, petróleo o vapor | <input checked="" type="checkbox"/> Líneas, cables o conductores de comunicación |
| <input checked="" type="checkbox"/> Marcas topográficas temporales | <input checked="" type="checkbox"/> Agua potable | <input checked="" type="checkbox"/> Líneas de agua tratada, para riego y fangosa |
| <input type="checkbox"/> Excavación propuesta | <input checked="" type="checkbox"/> Líneas de aguas negras y drenaje | |

Si encuentra una línea no marcada, detenga la excavación y llame de inmediato al 811.



Seguridad
Trabajadores
¡En caso de emergencia!
¿Hizo contacto con una línea de servicio? Reporte aún daños menores a su supervisor.

Señales de una fuga de gas: Una fuga de gas puede tener un olor similar al azufre (pero no siempre). Otras señales incluyen un onido sibilante o rugido, tierra rociada o volando en el aire, burbujas continuas en el agua o plantas muertas o muriendo sin razón aparente.

Hizo contacto con una tubería de gas natural

Si su equipo hace contacto con una línea eléctrica

1. **Advierta a los demás y aléjese del área rápidamente.**
2. **No encienda cerillos, no use teléfonos celulares, radios o encendedores, ya que aún una chispa pequeña puede hacer estallar el gas.**
3. **No opere ninguna válvula de la tubería de gas o pare el flujo del gas.**
4. **Deje la excavación abierta.**
5. **Llame inmediatamente al 911 y a la compañía local de gas natural, o al número de emergencia que se encuentra en el marcador de una tubería de transmisión si es un gasoducto. Siempre llame, aún si el daño es una muesca o raspon pequeño.**
6. **Manténgase alejado del área hasta que los oficiales de seguridad indiquen que es seguro regresar al sitio.**
7. **Reporte el incidente a su supervisor.**

1. **Aleje el equipo de la línea si lo puede hacer de manera segura.**
2. **Manténgase sobre el equipo hasta que los trabajadores de la compañía de electricidad le indiquen que puede bajarse.**
3. **Advierta a los demás que deben mantenerse alejados de la línea y de cualquier objeto que la esté tocando.**
4. **Pídale a alguien a que llame al 911 y a la compañía de electricidad de inmediato.**
5. **Si hay un incendio que le obliga a bajarse del equipo, salte lejos del él sin tocar el equipo y el suelo al mismo tiempo. Caiga con los dos pies juntos y aléjese del equipo arrastrando los pies y dando pasos pequeños.**

¡ Reportar emergencias, llame de inmediato al 911 y a la compañía local de electricidad o de gas natural.

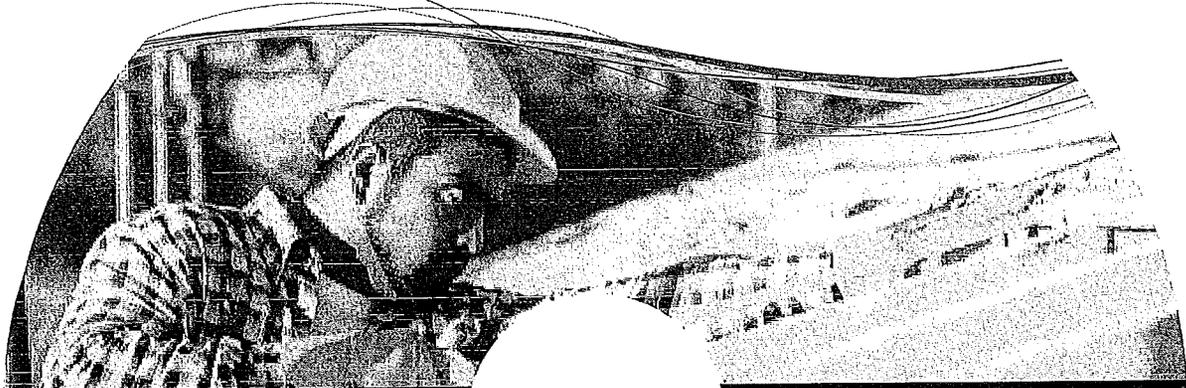
Emergencias eléctricas de Xcel Energy: 800-895-1999
Emergencias de gas de Xcel Energy: 800-895-2999
Colocado (PSC) únicamente: Emergencias en tuberías de transmisión de gas: 800-698-7811

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RESPONSIBLE BY NATURE

www.xcelenergy.com/publicsafety/contractors



WORKER

Safety

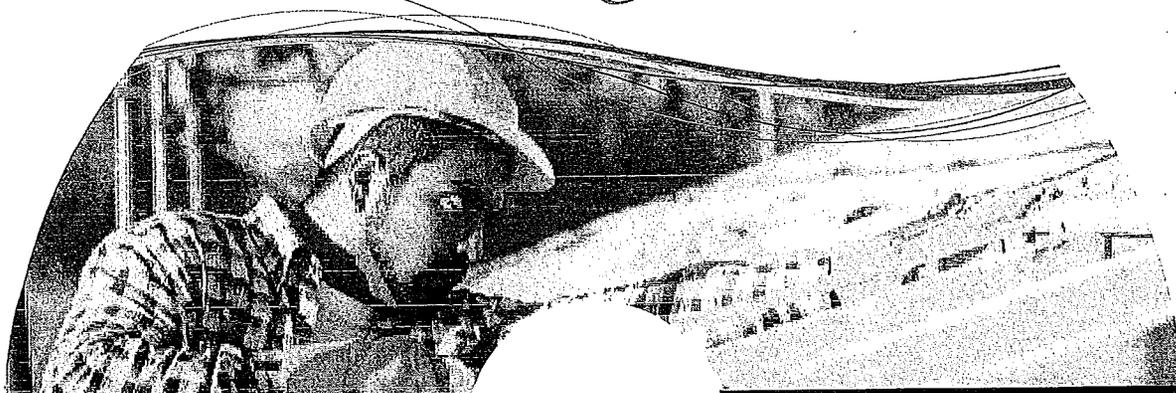
Contents:

- Worker Beware Video
- Safety Basics (6 min)
- Digging & Excavating (14 min)
- Ladders & Long Tools (8 min)
- Cranes & Heavy Equipment (8 min)
- Slide Show and Presenter's Notes
- Trainer's Guide

*DVD player and movie player
software required*

**Safety Around
Electric and
Natural Gas Lines**

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Customer Service: 800-428-5837
Product #92230



Seguridad de

los trabajadores

Contenido:

- Trabajador esté alerta video
- Seguridad básica (5 min)
- Perforación y excavación (14 min)
- Escaleras y herramientas de extensión (8 min)
- Grúas y equipo pesado (8 min)
- Presentación de diapositivas y notas del presentador
- Guía del entrenador

*Se requiere reproductor de DVD y software para proyectar películas
(DVD player and movie player software required)*

**Seguridad cerca de
líneas eléctricas y
tuberías de gas natural
(Safety Around Electric and Natural Gas Lines)**

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Customer Service: 800.428.5887
Product #92285

High-Risk Contractors Program – Direct Mail & Fulfillment Samples

2013 Program for Tree-Workers and Gutter/Siding/Roofing Installers

South Dakota Tree-Worker Businesses on Mailing List = almost 100

South Dakota Gutter/Siding/Roofing Installer Businesses on Mailing List = almost 50

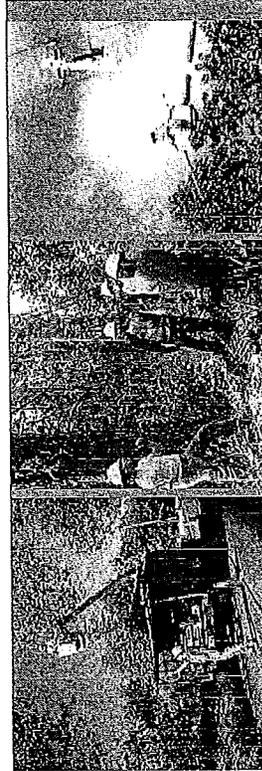


Worker Safety Program
104 Bridge Road
Salisbury, MA 01952

Tree Worker Safety

Important Power Line Safety Information

Tree Safety Materials



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TREE WORKER SAFETY

March 11, 2013



Dear Business Owner and Tree Workers:

At Xcel Energy, we embrace safety as an important value. We want our employees to always work safely and encourage our customers to have safety awareness as well. Our field employees are required to take extensive electric training that supports their personal safety and our customers' safety. It also reduces risk of potential contact with power lines they routinely face in their work.

We have enclosed a complimentary DVD, *Tree Worker Safety*, which we produced in 2012 and provided to many tree care-related businesses like yours. We want you to have the DVD because we recognize tree work is among the nation's high-risk professions since your workers often work near electric hazards. And if you'd like another free copy, please return the enclosed Business Reply Card.

We hope this video will help ensure the safety of tree workers by increasing your knowledge of the potential electric hazards of working near power lines. This program, however, does not replace training required to be a line clearance qualified arborist (tree worker). Any work performed within 10 feet of overhead energized conductors is covered by the Occupational Safety and Health Administration's (OSHA) regulatory tree worker safety standards (OSHA standard 29 CFR 1910.269). All individuals, by law, if not qualified, must stay at least 10 feet way from overhead conductors.

The Tree Care Industry Association (TCIA) and the Electrical Hazards Awareness Program (EHAP), leaders in the industry, support the information in this program. In addition to OSHA standards, EHAP also reviews the American National Standards Institute (ANSI) Z133.1 Safety Requirements for Arboricultural Operations. We strongly encourage you to pursue tree worker training so you better understand potential electric hazards working around trees.

Also, Xcel Energy provides its Safety Zone, as described in the video, on trees near primary conductors. If you ask us to create a safe work area, whether using the Safety Zone around primary conductors or for a service drop (dropping or disconnecting the pole-to-house wire), pre-planning and advanced scheduling on your part will help us do the job safely and efficiently.

Please note that in some Xcel Energy areas a fee may apply to service drops. Call 800-894-4999 for assistance.

We hope you will share this information with your employees or co-workers as part of your overall safety program because preventing serious injuries and/or fatalities is a shared goal.

You can also visit us at xcelenergy.com/safety for additional safety information.

Thank you.

Sincerely,



Karen Rikkenbach-Vaughn
Program Manager, Public Safety



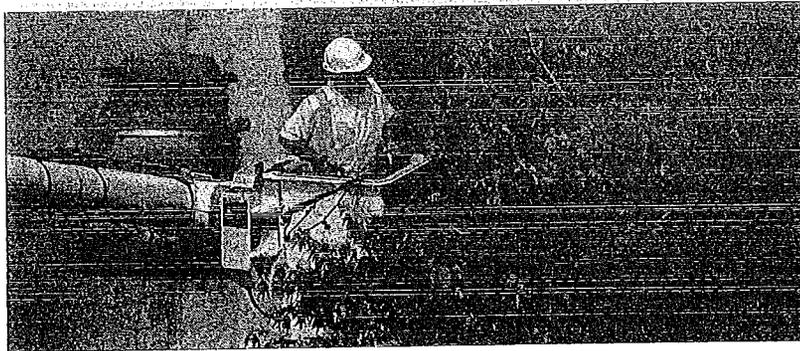
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13-02-520

9382N



March 11, 2013



Dear Business Owner and Tree Workers:

At Xcel Energy, we embrace safety as an important value. We want our employees to always work safely and encourage our customers to have safety awareness as well. Our field employees are required to take extensive electric training that supports their personal safety and our customers' safety. It also reduces risk of potential contact with power lines they routinely face in their work.

In June 2012 we mailed your business a free copy of our *Tree Worker Safety DVD*. We want to remind you to revisit the DVD because we recognize tree work is among the nation's high-risk professions since your workers often work near electric hazards. If you no longer have your copy, please watch it today on YouTube or on Xcel Energy's website: http://www.xcelenergy.com/Safety_&_Education/Outdoor_Safety/Vegetation_Management. And if you'd like another free copy, please return the enclosed Business Reply Card.

We hope this video will help ensure the safety of tree workers by increasing your knowledge of the potential electric hazards of working near power lines. This program, however, does not replace training required to be a line clearance qualified arborist (tree worker). Any work performed within 10 feet of overhead energized conductors is covered by the Occupational Safety and Health Administration's (OSHA) regulatory tree worker safety standards (OSHA standard 29 CFR 1910.269). All individuals, by law, if not qualified, must stay at least 10 feet way from overhead conductors.

FREE WORKER SAFETY

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Please note that in some Xcel Energy areas a fee may apply to service drops. Call 800-894-4999 for assistance.

We hope you will share this information with your employees or co-workers as part of your overall safety program because preventing serious injuries and/or fatalities is a shared goal.

You can also visit us at xcelenergy.com/safety for additional safety information.

Thank you.

Sincerely,



Karen Riggerbach-Vaughn
Program Manager, Public Safety



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13-02-519

9382P



TREE WORKER SAFETY

May 20, 2013



Dear Business Owner and Tree Workers:

Please see the enclosed, handy visor cards from Xcel Energy, which contain important electric safety information. We hope these cards will be placed in vehicles to provide a daily reminder to your workers, increasing their awareness of the danger of working near overhead electric lines.

Personal safety is an important value at Xcel Energy and we are sure it is for you as well. We hope that you have had time to review the DVD, *Tree Worker Safety*, which we mailed to you previously. The enclosed visor cards reinforce the core messages of this DVD and stress the importance of staying at least 10 feet away from overhead electric lines.

Thorough pre-job briefings and hazards identification can help to prevent serious injuries and fatalities associated with electrical contact. Taking a little extra time to do this could save your life or the lives of your employees and co-workers.

If you are interested in becoming a qualified line clearance tree worker, please visit the Tree Care Industry Association (TCIA) website at www.tcia.org. Otherwise, **always** maintain 10-feet of separation from overhead power lines if you are not qualified. If you need assistance with a tree closer than 10 feet, please call Xcel Energy for assistance at **1-800-895-4999**. Xcel Energy will perform a Safety Zone clearance on trees near primary wires **free of charge** (please note that the debris will be left on site) and service wire disconnects or loop drops. In some areas, there may be a fee associated with the service wire disconnects and loop drops.

Visit www.e-smartonline.net/xcelworkers for additional important safety information. To order additional free visor cards, available in English and Spanish, please complete and return the enclosed business reply card.

Thank you.

Sincerely,



Karen Riegenbach-Vaughn
Program Manager, Public Safety



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13-05-009

9396

FREE SAFETY MATERIALS FROM XCEL ENERGY

Simply fill out this card and drop it
in the mail or fax it to (978) 463-1715.

1. Where should we send your FREE safety materials?

Name: _____

Title: _____

Company: _____

Address: _____

(No PO Boxes)

City: _____ State: _____ Zip: _____

E-mail: _____

Phone number: _____

2. Do you need additional visor cards? Please indicate how many
by appropriate language.

English _____ Spanish _____

3. Do you have any other comments about our materials?

Thank you very much.

#9396



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IF MAILED
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Xcel Energy
Tree Safety Program
104 Bridge Road
Salisbury, MA 01952-9912







LA SEGURIDAD DE LOS PODADORES DE ALTURA Y LOS CABLES DE ELECTRICIDAD
MANTENGASE ALEJADO, MANTENGASE CON VIDA

La poda de árboles es una de las profesiones de mayor riesgo del país.

¡Aproximadamente un podador muere electrocutado por semana en los Estados Unidos! Que no sea usted...

¿Usted cuenta con la capacitación necesaria para trabajar de forma segura en árboles cerca de cables de electricidad?

Los trabajadores **calificados** de despeje de cables deben:

- adherir a la norma 29 de OSHA, CFR 1920.269.
- haber completado la capacitación formal o especializada en despeje de cables **obligatoria** en el sector del cuidado de árboles;
- estar certificados por su actual empleador como calificados para desempeñar esta tarea;
- contar con **competencia y destreza** para realizar tareas de poda en las proximidades (10 pies) de conductores aéreos de corriente eléctrica;
— cumplir plenamente con la norma Z133.1 (*Requisitos de seguridad para tareas de arboricultura*) del Instituto Nacional de Normalización de los Estados Unidos (ANSI).

Antes de comenzar a trabajar:

- Realice siempre sesiones informativas previas a la tarea, incluyendo la identificación de peligros.
- Identifique todos los riesgos eléctricos:
 - sea minucioso y verifique la ubicación de todos los cables eléctricos y la distancia de estos con respecto al lugar donde se van a realizar las tareas planificadas de cuidado de árboles;
 - **SOLO** siga adelante si **en todo momento** es posible mantener una distancia mínima de 10 pies de despeje entre los conductores y todas las herramientas, partes del cuerpo y ramas.

La electrocución es el único incidente fatal más frecuente entre los podadores y se produce como resultado del contacto directo (generalmente las manos u hombros) o indirecto (generalmente con una rama o herramienta) con conductores aéreos. Visite www.tfcia.org (en inglés) para obtener más información acerca de la capacitación necesaria para el despeje de cables eléctricos.



LA SEGURIDAD DE LOS PODADORES DE ALTURA Y LOS CABLES DE ELECTRICIDAD
MANTÉN GASE ALEJADO. MANTÉN GASE CON VIDA

La poda de árboles es una de las profesiones de mayor riesgo del país.

¡Aproximadamente un podador muere electrocutado por semana en los Estados Unidos! Que no sea usted...
¿Usted cuenta con la capacitación necesaria para trabajar de forma segura en árboles cerca de cables de electricidad?

Los trabajadores **calificados de despeje de cables** deben:

- adherir a la norma 29 de OSHA, CFR 1920.269.
- haber completado la capacitación formal o especializada en despeje de cables **obligatoria** en el sector del cuidado de árboles;
- estar certificados por su actual empleador como **calificados** para desempeñar esta tarea;
- contar con **competencia y destreza** para realizar tareas de poda en las proximidades (10 pies) de conductores aéreos de corriente eléctrica;
— cumplir plenamente con la norma Z133.1 (*Requisitos de seguridad para tareas de arboricultura*) del Instituto Nacional de Normalización de los Estados Unidos (ANSI).

Antes de comenzar a trabajar:

- Realice siempre sesiones informativas previas a la tarea, incluyendo la identificación de peligros.
- Identifique todos los riesgos eléctricos:
 - sea minucioso y verifique la ubicación de todos los cables eléctricos y la distancia de estos con respecto al lugar donde se van a realizar las tareas planificadas de cuidado de árboles;
 - **SOLO** siga adelante si **en todo momento** es posible mantener una distancia mínima de 10 pies de despeje entre los conductores y todas las herramientas, partes del cuerpo y ramas.

La electrocución es el único incidente fatal más frecuente entre los podadores y se produce como resultado del contacto directo (generalmente las manos u hombros) o indirecto (generalmente con una rama o herramienta) con conductores aéreos. Visite www.fcia.org (en inglés) para obtener más información acerca de la capacitación necesaria para el despeje de cables eléctricos.

STAY SAFE!

Call ahead! Schedule a Safety Zone Clearance from Xcel Energy. Call 1-800-895-4999.

Safety Zone Clearance – high voltage primary lines, typically from pole to pole

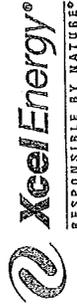
- When scheduling a Safety Zone Clearance, please allow two to four weeks for assistance.
- Advise homeowner or business that a Safety Zone Clearance will be requested to support safety of tree workers.
- At no charge to you, Xcel Energy will provide a qualified line clearance crew to clear branches approximately 10 feet away from primary conductors (high voltage).
- **Note:** All debris will be left on site for disposal by others.

Service Line Disconnect or Loop Drop – lower voltage lines, typically from pole to house or business and street light wires

- Contact us for a service or loop drop so the work can be completed safely in nearby trees.
- **Don't risk it!** It's the current (amperes) that kills or severely harms, not the voltage. Electric shock is usually more severe as current rises. If current approaches 100 milliamps (0.1 amps) and travels through your heart, ventricular fibrillation can result in death. It only takes 500 milliamps to light a light bulb!
- Unlike a Safety Zone, charges may apply in some Xcel Energy areas. Inquire when scheduling your appointment (1-800-895-4999).

xcelenergy.com/safety

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TREE WORKER SAFETY AND POWER LINES STAY AWAY. STAY ALIVE!

Tree work is among one of the nation's highest risk professions.
Approximately one tree worker is killed each week in the U.S. by electrocution! Don't let it be you...
Do you have the required training to safely work in trees near power lines?

Qualified line clearance workers have:

- Adhered to OSHA standard 29 CFR 1920.269.
- Completed tree care industry **required** formal or specialized line clearance training.
- Been certified by current employer as **qualified** to perform this work.
- **Proficiency and skill** to perform tree work within proximity (10 feet) of overhead energized conductors.
 - Fully complied with the American National Standards Institute (ANSI) Z133.1 - *Safety Requirements for Arboriculture Operations*.

Before work begins:

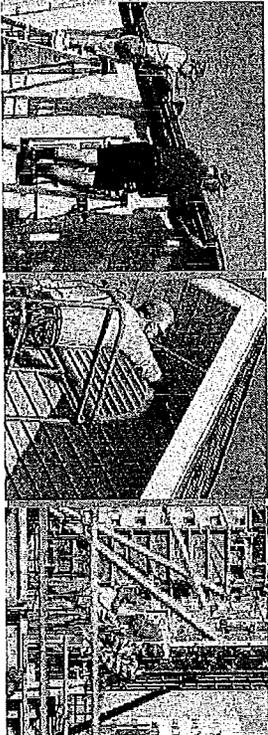
- Always conduct pre-job briefings, including hazard identification.
- Identify all electric hazards:
 - Be thorough and verify the location of all overhead power lines and distance from planned tree care work.
 - **ONLY** proceed if able to **always** maintain required minimum 10-foot clearance distance from conductors with all tools, parts of the body and branches.

Electrocution is the single, most common **fatal** incident among tree workers as a result of direct (usually the hand or shoulder), or indirect (usually with a branch or tool) contact with overhead conductor. To learn more about obtaining line clearance qualifications, visit www.tcia.org



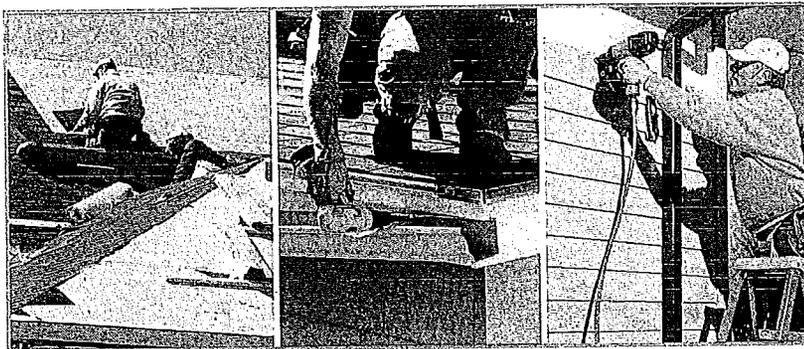
Worker Safety Program
34 Bridge Road
Salisbury, MA 01952

**Rafter and Siding Installers
Roofers and Scaffolding
Important Power Line Safety Information
Use Safety Materials**





March 11, 2013



Dear Business Owner and Gutter, Siding and Roof Installers:

At Xcel Energy, we embrace safety as an important value. We want our employees to always work safely and encourage our customers to have safety awareness as well. Our field employees are required to take extensive electric training that supports their personal safety and our customers' safety. It also reduces the risk of potential contact with power lines they routinely face in their work.

We recognize that workers in the gutter, siding and roofing industry also can be at risk working near power lines. Enclosed please find our complimentary DVD entitled *Worker Beware*, which contains important safety information. As spring approaches and your employees begin working on more projects near power lines, please review the DVD with them and remind them that working and handling materials around energized power lines is dangerous.

Serious injuries and death can be prevented; **always follow the requirement that a minimum 10-foot distance must be maintained away from overhead power lines**, including all equipment such as gutters, siding installation materials, etc. A good rule to follow is to maintain a minimum 10-foot distance plus 1.5 times the length of the material held. For example, a six-foot gutter length suggests 19 feet is a safer distance than just 10-feet.

At every job site, everyday, first look up and around to observe the location of **all** overhead power lines. Instruct your workers to alert each other about them. Workers also should watch each other handling material loads to ensure that the minimum 10-foot distance requirement is

SAFETY

maintained. Handle material vertically and never carry it upright with power lines nearby. These rules help in normal and unexpected working conditions. Lives have been changed forever when a sudden wind gust knocks down equipment into lines, or unbalanced material falls into a power line while being held by a worker.

Please also visit www.e-smartonline.net/xcelworkers for more important safety information, and use the enclosed Business Reply Card if you'd like to receive an additional Worker Beware DVD.

Thank you.

Sincerely,



Karen Rikkenbach-Vaughn
Program Manager, Public Safety



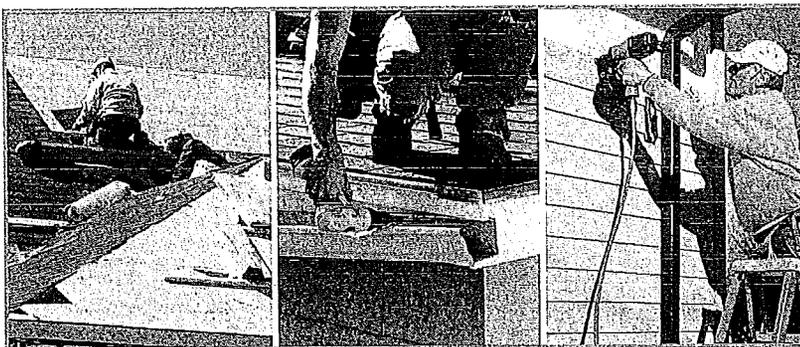
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Company of Colorado, Southwestern Public Service Company, Xcel Energy Companies

13-02-521

9384N



May 20, 2013



Dear Business Owner and Gutter, Siding and Roof Installers:

We are pleased to share the important safety information on the enclosed, handy visor cards with you and your employees. We hope you will use the cards by placing them in vehicles to provide a daily reminder to your workers, increasing their awareness of the danger of working near overhead electric lines.

Personal safety is an important value at Xcel Energy and we are sure it is for you as well. We hope you have had time to review the complimentary DVD, *Worker Beware*, which we mailed to your business previously. Along with the DVD, these visor cards reinforce safety and stress the importance of staying at least the required 10 feet away from overhead electric lines.

Thorough pre-job briefings and hazards identification, along with carrying all tools, ladders and equipment horizontally also can help prevent serious injuries and death. Taking a little extra time to do this could save your life or the lives of your employees and co-workers.

SAFETY

Visit www.e-smartonline.net/xcelworkers for more important safety information.
To order additional free visor cards, available in English and Spanish, please complete
and return the enclosed business reply card.

Thank you.

Sincerely,



Karen Riggensch-Vaughn
Program Manager, Public Safety



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Power Company-Wisconsin, Public Service Company of Colorado and Southwestern
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13-05-010 9397

FREE SAFETY MATERIALS FROM XCEL ENERGY

Order your free materials today. Simply fill out this card and drop it in the mail or fax it to (978) 463-1715.

1. Where should we send your FREE safety materials?

Name: _____

Title: _____

Company: _____

Address: _____

(No PO Boxes)

City: _____ State: _____ Zip: _____

E-mail: _____

2. Do you have additional locations that could utilize their own copy of the Worker Beware Video's and training components in English?

Yes ___ No ___

2a) If yes, how many additional locations? ___

3) Would you like to receive a copy of the Worker Beware videos and training components in Spanish? Yes ___ No ___

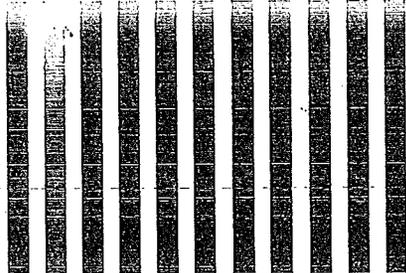
4) Do you have any other comments about our materials?

Thank you very much.

#9384



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IN THE
UNITED STATES



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POSTAGE WILL BE PAID BY ADDRESSEE

Xcel Energy
Gutter, Siding, Roofer and
Scaffolding Safety Program
104 Bridge Road
Salisbury, MA 01952-9912



WORKER Safety

Work Safely Around Electric & Gas Lines

Steps for Safe Excavation

1. Plan your job and pre-mark your dig area with white paint, flags, and/or stakes.
2. Call 811 several working days before you dig.
3. Wait the required time for utilities to locate and mark their lines.
4. Respect the marks when digging.
5. Dig with care and follow hand excavating rules.

Stay Safe Near Overhead Lines

- Be aware of power lines on your job site.
- Assume ALL lines are energized and potentially dangerous.
- Mark a safety boundary to keep workers and equipment at least 10 feet away from overhead power lines.*
- Use a dedicated spotter when operating heavy equipment.
- Do not try to guide a load and be a spotter at the same time.
- Know what to do if your equipment contacts a power line.

* Lines carrying more than 50,000 volts require clearances greater than 10 feet. Cranes and derricks used in construction may require clearances greater than 10 feet and encroachment precautions. Call your local utility for specific clearance requirements.

American Public Works Association Color Code for Locator Marks

	Electric Power Lines		Gas, Oil, or Steam		Communications Lines, Cables, or Conduit
	Temporary Survey Markings		Potable Water		Reclaimed Water, Irrigation, and Slurry Lines
	Proposed Excavation		Sewer and Drain Lines		

If you find an unmarked line, stop digging and call 811 immediately.



Know what's below.
Call before you dig.

In Case of Emergency!
Utility contact? Report even minor damage to your supervisor.

WORKER
Safety

Gas Leak Signs A gas leak may have a sulfur-like odor (but not always). Other signs may include a hissing or roaring sound, dirt spraying or flowing into the air, continual bubbling in water, and grass or plants dead or dying for no apparent reason.

If You Contact a Natural Gas Pipeline

1. Warn others and leave the area quickly.
2. Do not use matches, cell phones, radios, or lighters, as even a tiny spark could ignite the gas.
3. Do not operate any gas pipeline valves or stop the flow of gas.

If Your Equipment Contacts a Power Line

1. Move equipment away from the line if you can do so safely.
2. Stay on equipment until utility workers signal you off.
3. Warn others away from the line and anything it is touching.
4. Have someone call 911 and the local electric utility immediately.
5. If fire forces you off, jump clear without touching equipment, and the ground at the same time. Land with your feet together and shuffle away with small steps.

Leave the excavation open.

Immediately call 911, and the local natural gas utility, or the emergency number posted on the pipeline marker if gas transmission pipeline. Always call, even if damage is a minor nick or scrape.

Stay away from the area until safety officials say it is safe to return.

Report the incident to your supervisor.

Report emergencies, call 911 and the local electric or gas utility immediately.

Xcel Energy Electric Emergencies: 800-895-1999

Xcel Energy Gas Emergencies: 800-895-2999

Colorado (PSCO) Only: Gas Transmission Pipeline Emergencies: 800-698-7811

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www.xcelenergy.com/publicsafety/contractors

Seguridad para los Trabajadores

¡Trabaje de manera segura!

5 Pasos para una excavación segura

1. Planifique su obra y marque el área de excavación antes de empezar con pintura blanca, banderas y/o estacas.
2. Llame al 811 Varios días antes de excavar.
3. Espere el tiempo requerido para que las compañías de servicios públicos localicen y marquen sus líneas.
4. Respete las marcas al excavar.
5. Excave con cuidado y siga las reglas de excavar a mano.

Manténgase seguro cerca de las líneas aéreas

- Esté alerta de las líneas eléctricas en su sitio de trabajo.
- Asuma que TODAS las líneas tienen energía y son potencialmente peligrosas.
- Marque límites de seguridad para mantener a los trabajadores y al equipo por lo menos a 10 pies (3 metros) alejados de las líneas eléctricas aéreas.*
- Use un observador dedicado cuando opere equipo pesado.
- No trate de guiar una carga y ser un observador al mismo tiempo.
- Sepa qué hacer si su equipo hace contacto con una línea eléctrica.

*Las líneas que transmiten más de 50,000 voltios requieren distancias de seguridad de más de 10 pies. Las grúas o las catrinas, cuando se usan en un sitio de construcción, pueden requerir distancias de seguridad superiores a los 10 pies (3 metros) y deben tomarse precauciones al invadir la zona de seguridad. Llame a la compañía de electricidad local para que le indiquen las distancias de seguridad específicas que se requieren.

Código de colores para las marcas localizadoras de American Public Works Association

- | | | |
|--|---|--|
|  Líneas de energía eléctrica |  Gas, petróleo o vapor |  Líneas, cables o conductos de comunicación |
|  Marcas topográficas temporales |  Agua potable |  Líneas de agua tratada, para riego y/o tangosa |
|  Excavación propuesta |  Líneas de aguas negras y drenaje | |

Si encuentra una línea no marcada, detenga la excavación y llame de inmediato al 811.



Seguridad de los Trabajadores

En caso de emergencia! ¿Hizo contacto con una línea de servicio? Reporte aún daños menores a su supervisor.

Señales de una fuga de gas: Una fuga de gas puede tener un olor similar al azufre (pero no siempre). Otras señas incluyen un onido sibilante o rugido, tierra rociada o volando en el aire, burbujas continuas en el agua o plantas muertas o muriendo sin razón aparente.

- Si su contacto con una tubería de gas natural**
1. **Adverta a los demás y aléjese del área rápidamente.**
 2. **No encienda cerillos, no use teléfonos celulares, radios o encendedores,** ya que aún una chispa pequeña puede hacer estallar el gas.
 3. **No opere ninguna válvula de la tubería de gas o pare el flujo del gas.**
 4. **Deje la excavación abierta.**
 5. **Llame inmediatamente al 911 y a la compañía local de gas natural,** o al número de emergencia que se encuentra en el marcador de una tubería de transmisión si es un gasoducto. Siempre llame, aún si el daño es una muesca o raspon pequeño.
 6. **Manténgase alejado del área hasta que los oficiales de seguridad indiquen que es seguro regresar al sitio.**
 7. **Reporte el incidente a su supervisor.**

Para reportar emergencias, llame de inmediato al 911 y a la compañía local de electricidad o de gas natural.

Emergencias eléctricas de Xcel Energy: 800-895-1999

Emergencias de gas de Xcel Energy: 800-895-2999

Colocado (PSCO) únicamente: Emergencias en tuberías de transmisión de gas: 800-698-7811

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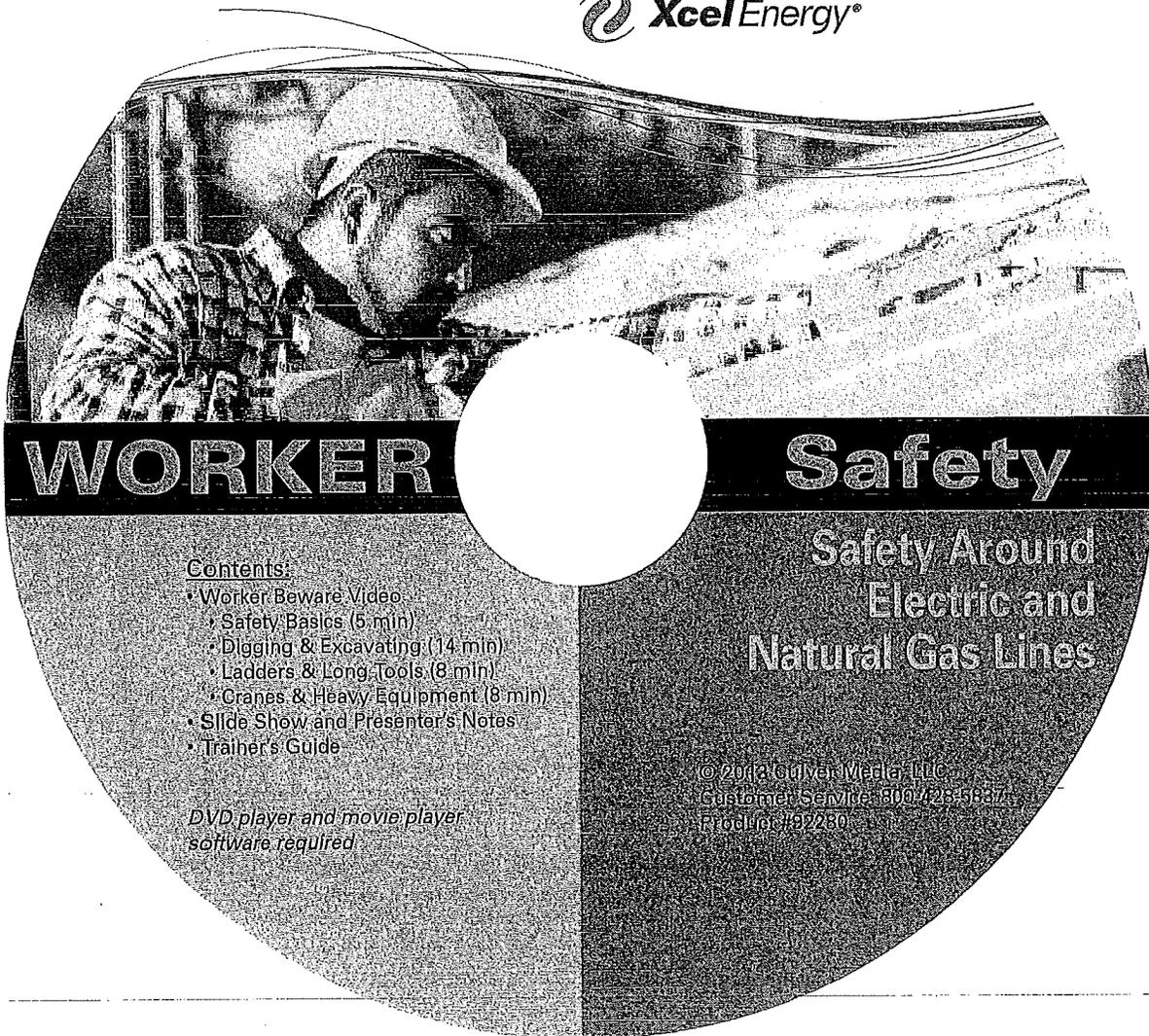
Si su equipo hace contacto con una línea eléctrica

1. **Aleje el equipo de la línea si lo puede hacer de manera segura.**
2. **Manténgase sobre el equipo** hasta que los trabajadores de la compañía de electricidad le indiquen que puede bajarse.
3. **Adverta a los demás que deben mantenerse alejados de la línea y de cualquier objeto que la esté tocando.**
4. **Pídale a alguien a que llame al 911 y a la compañía de electricidad de inmediato.**
5. **Si hay un incendio que le obliga a bajarse del equipo,** salte lejos del él sin tocar el equipo y el suelo al mismo tiempo. Caiga con los dos pies juntos y aléjese del equipo arrastrando los pies y dando pasos pequeños.



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www.xcelenergy.com/publicsafety/contractors



WORKER

Safety

Contents:

- Worker Beware Video
- Safety Basics (5 min)
- Digging & Excavating (14 min)
- Ladders & Long Tools (8 min)
- Cranes & Heavy Equipment (8 min)
- Slide Show and Presenter's Notes
- Trainer's Guide

*DVD player and movie player
software required.*

**Safety Around
Electric and
Natural Gas Lines**

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Customer Service: 800-423-4387
Product #92280



Seguridad de

los trabajadores

Contenido:

- Trabajador este alerta video
- Seguridad basica (5 min)
- Perforación y excavación (14 min)
- Escaleras y herramientas de extensión (8 min)
- Grúas y equipo pesado (8 min)
- Presentación de diapositivas y notas del presentador
- Guía del entrenador

Se requiere reproductor de DVD y software para proyectar películas

(DVD player and movie player software required)

**Seguridad cerca de
líneas eléctricas y
tuberías de gas natural**
(Safety Around Electric and Natural Gas Lines)

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Customer Service: 800-428-5887
Product #97285

At-Risk Third-Party Contractor – Online Website Information

NSPM – SD Electric Rate Case
May 5, 2014

e-SMARTworkers

Page 1 of 1

Xcel Energy RESPONSIBLE BY NATURE

e-SMARTworkers

Welcome

Xcel Energy invites you to become an e-SMART worker. Check out our training tips, videos, and case studies. Each of these is designed to help you and your team work safely around electric and/or natural gas lines.

OSHA
Crane & Derrick Rules
Effective 11.09.10

Workers

Safe Practices

Videos

Tips of the Trade

Case Studies

CALL 811

Know what's below. Call before you dig.

To reach your state's underground utility service one-call center, call 811 or visit their on-line site.

The required "business day" (excludes weekends and holidays) wait time for each state is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In case of emergency call 911 and Xcel Energy:

- Electric emergencies: 800-896-1699
- Natural gas emergencies: 800-896-2399
- Colorado (PSCo) only, Gas Transmission Pipeline Emergencies: 800-698-7611

Dig Safely

Know who to call before you dig. Understand locator marks and tolerance zones.

Worker Beware

Watch, English & Spanish
Digging & Excavation
2010 Top 42 Job Site
Safety Hazards

TIPS OF THE TRADE

See Xcel Energy's latest Tips of the Trade

Case Studies

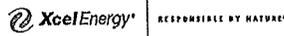
Stay Safe—Learn from These Mistakes

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e-SMARTworkers

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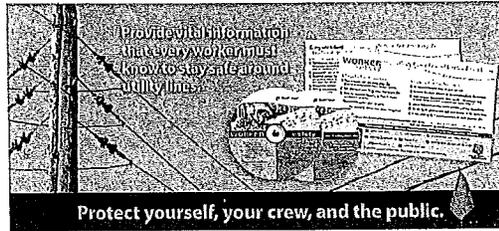
e-SMARTworkers



Welcome!

Xcel Energy invites you to become an e-SMART trainer. If you are responsible for worker safety trainings, check out our free materials, interactive training tools, and videos. Each of these is designed to help your team work safely around electricity and/or natural gas lines. Please share this site with your crews and co-workers, and let us know how it works for you. We welcome your feedback!

Order FREE Materials



Trainers

- Order FREE Materials
- Slide Shows
- Trainer's Guides
- Training Quiz
- Give Feedback

Slide Shows



Trainer's Guides



Training Quiz



Give Feedback



Keep what's below.
Call before you dig.

To reach your state's underground utility services/one-call center, call 811 or visit their on-line site.

The required "business day" (excludes weekends and holidays) wait time for each state is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In case of emergency call 911 and Xcel Energy:

- Electric emergencies: 800-895-1999
- Natural gas emergencies: 800-895-2999
- Colorado (P&C) only, Gas Transmission Pipeline Emergencies: 800-698-7611

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Electronic Safety Messaging
2013 Tip of the Trade e-mail blasts to At-Risk Workers/High-Risk Contractors

NSPM – SD Electric Rate Case
May 5, 2014

Contractor Training Program

Page 1 of 1



Overhead and Underground Safety Practices



To reach your state's underground utility service/one-call center, call 811.

The required "business day" (excludes weekends and holidays) wait time for each state is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In Case of Emergency call 911 and Xcel Energy:

- Electric emergencies: 800-895-1999
- Natural gas emergencies: 800-895-2999
- Colorado (PSCo) only: Gas Transmission Pipeline Emergencies: 800-698-7811

Utility contacts can be costly—and deadly. Implementing the simple steps outlined below can help you and your crew work safely around electric and natural gas utilities.

Look Up and Live

- **Carefully examine the site** for overhead power lines, taking extra care to look for any that may be masked by foliage or otherwise blocked from view.
- **Mark a safety boundary** to keep workers and equipment a safe distance away—at least 10-feet—from power lines. Consult Xcel Energy or www.osha.gov for specific clearance requirements.
- **Use a spotter** whose only job is to watch your equipment and make sure you maintain the mandatory clearances.
- **Carry long equipment** parallel to the ground until you're ready to use it. Always stay the required distance away from power lines.

Dig Safely

- **Call 811** two to three business days in advance (per your state's required timeframe) when your project involves digging, blasting, boring, trenching, drilling, grading, or excavating. Your call arranges for Xcel Energy to locate and mark its buried electric and gas lines.
- **Respect the markings;** confirm all facility owners have responded to the request. Notify Xcel Energy or your one-call center with any questions or concerns about the markings.
- **Adhere to your state's mandated tolerance zones** and expose the facility using reasonable care or proper **hand-digging tools and techniques** to safely verify the depth of buried utilities.

Would You Like to Know More?

Additional overhead and digging guidelines, case studies, instructional videos, and training tools can all be found, at no charge to you, on Xcel Energy's e-SMARTworkers website.

Do you like this email series? Do you find the information helpful? We'd like to know. Please reply to this email and tell us what you think or let us know what topics you'd like to see in future emails.

For more information on contractor safety, visit
www.xcelenergy.com/publicsafety/contractors

#9402

Contractor Training Program

Page 1 of 2



Are Overhead Power Lines Insulated? NO!



**Know what's below.
Call before you dig.**

To reach your state's
underground utility
service/one-call center,
call 811.

The required "business
day" (excludes
weekends and holidays)
wait time for each state
is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

**In Case of Emergency
call 911 and Xcel
Energy:**

- Electric emergencies:
800-895-1999
- Natural gas
emergencies:
800-895-2999
- Colorado (PSCo) only:
Gas Transmission

Power Lines Are Not Insulated

Most overhead power lines are made of highly conductive aluminum with a steel core and they are NOT insulated. If you look up at a utility pole or tower you may not be able to identify which lines are communication cables and which are energized wires. For your safety, always assume that any wire on a utility pole or tower is energized and dangerous, and stay away. All downed wires should also be considered energized and dangerous—stay far away from them as well.

Don't Be Fooled by the Covering

Don't be fooled by the covering on the electric service lines that go from utility poles to homes. This coating is designed to protect the line from the elements, but it is not true insulation and will not prevent injury to people. This covering will NOT protect you from electrical shock.

Distance Is Your Best Protection

Keep yourself, your tools, and all equipment *at least* 10 feet away from overhead power lines carrying up to 50 kV. And if you are using cranes or derricks in construction, keep equipment at least 20 feet away from lines carrying up to 350 kV and 50 feet away from lines carrying greater than 350 kV. Use tape, signs, or barricades to mark a clear safety boundary. As needed, contact Xcel Energy's Builders Call Line during business hours at 800-628-2121 to confirm the power line voltage and distance requirements.

Higher Voltage Lines Require Greater Clearances

As voltage increases, clearance distances also increase. Consult the OSHA regulations at www.osha.com for specific safety clearance requirements or call Xcel Energy.

Would You Like to Know More?

Additional overhead line safety tips, case studies, instructional videos, and training tools can all be found, at no charge to you, on Xcel Energy's e-SMARTworkers website.

Do you like this email series? Do you find the information helpful? We'd like to know. Please reply to this email and tell us what you think or let us know what topics you'd like to see in future emails.

Contractor Training Program

Page 2 of 2

Pipeline Emergencies:
800-698-7811

**For more information on contractor safety, visit
www.xcelenergy.com/publicsafety/contractors**

#9403



TIPS OF THE TRADE

Overhead Power Line Clearances



**Know what's below.
Call before you dig.**

To reach your state's underground utility service/one-call center, call 811 or visit their on-line site.

The required "business day" (excludes weekends and holidays) wait time for each state is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In Case of Emergency, call 911 and Xcel Energy:

- Electric Emergencies: 800-895-1999
- Natural Gas Emergencies: 800-895-2999
- Colorado (PSCO) only: Gas Transmission Pipeline Emergencies: 800-698-7811

Observe Clearances

Maintaining the proper clearance from overhead power lines is not only critical to a safe work environment, it's the law. So how do you determine the correct clearance distance? Here are some good rules of thumb:

- If the overhead line is 50 kV or less, stay at least 10 feet away. This clearance distance is 20 feet for cranes and derricks used in construction, unless you have taken OSHA-mandated encroachment prevention precautions.
- Keep *all workers, materials, and equipment* at least 20 feet away from lines carrying 50 kV to 350 kV.
- For lines carrying more than 350 kV, keep a minimum distance of 50 feet.

If you are unsure of the power line's voltage, contact Xcel Energy before work begins. For specific clearance requirements, visit www.osha.gov.

Don't Forget

Power lines are not insulated. Always consider them energized and dangerous. Any contact with overhead lines could cause serious injury or death to operators and ground crew.

Did You Know?

- A typical distribution line *along a roadway* may contain voltages ranging from 7,000 volts up to 138,000 volts.
- Major transmission lines can be as high as 500,000 volts.
- Direct and indirect contact with power lines is the most common cause of electrocution.

Moving Forward

You've learned about the required clearances for operating equipment around power lines. Be sure to mark a safety boundary to keep all workers, materials, and equipment the required distance away.

Would You Like to Know More?

Additional overhead and digging guidelines, case studies, instructional videos, and training tools can all be found—at no charge to you—on Xcel Energy's e-SMARTworkers website.

Contractor Training Program

Page 2 of 2

Do you like this email series? Do you find the information helpful? We'd like to know. Please reply to this email and tell us what you think or let us know what topics you'd like to see in future emails.

**For more information on contractor safety, visit
www.xcelenergy.com/publicsafety/contractors.**

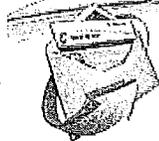
#9405

8/20/13

Contractor Training Program



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TIPS OF THE TRADE

Don't Rely on Your Nose Alone!



**Know what's below.
Call before you dig.**

To reach your state's underground utility service/one-call center, call 811 or visit their on-line site.

The required "business day" (excludes weekends and holidays) wait time for each state is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In Case of Emergency, call 911 and Xcel Energy:

- Electric Emergencies: 800-895-1999
- Natural Gas Emergencies: 800-895-2999
- Colorado (PSCo) only: Gas Transmission Pipeline Emergencies: 800-698-7811

Natural Gas Leaks Don't Always Have an Odor

Xcel Energy adds an odorant, mercaptan, to natural gas that gives it its distinctive smell; many describe it as similar to sulfur or rotten eggs but it may smell differently to you. However, sometimes this odor is not apparent. This may occur when a person has smelled the odor for too long, when the odor is masked by other smells, or if the odor is stripped from the gas through physical or chemical processes.

Look and Listen for Gas Leaks

Be alert for obvious gas leak sources, such as a damaged connection to a gas appliance, a pipeline that has been compromised during excavation activities, or a pipeline exposed by an earthquake, flood, or landslide. Use your senses of sight and hearing (not just your nose) to detect these common natural gas leak warning signs:

LOOK FOR

- Dirt spraying or blowing into the air
- Continual bubbling in water
- Grass or plants dead or dying for no apparent reason.

LISTEN FOR

- A hissing, whistling, or roaring sound

If You Suspect a Gas Leak...

Warn others and evacuate the area. Do not use matches, cell phones, radios, lighters or anything else that could create a spark and ignite the gas. Leave the excavation open; do not operate pipeline valves or bury the line. From a safe location, call 911, call Xcel Energy at 800-895-2999, and report the leak to your supervisor. (For PSCo gas transmission pipeline emergencies, call 800-698-7811, the number on PSCo pipeline markers.) Stay safely away from the area until safety officials say it is safe to return.

Would You Like to Know More?

Additional underground utility guidelines, case studies, instructional videos, and training tools can all be found, at no charge to you, on Xcel Energy's e-SMARTworkers website.

Do you like this email series? Do you find the information helpful? We'd like to know. Please reply to this email and tell us what you think or let us know what topics you'd like to see in future emails.

8/20/13

Contractor Training Program

**For more information on contractor safety, visit
www.xcelenergy.com/publicsafety/contractors.**

#9404

First Responders

Websites: First Responder Beware & Responding to Utility Emergencies (RTUE)



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[Advanced Safety Info](#)

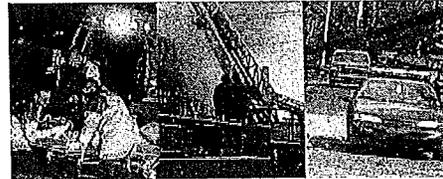
[Training Tools](#)

[Links](#)

[Survey](#)

Welcome to the *First Responder Beware* safety resource website, a project of Xcel Energy.

Our goal is to help first responders work safely in emergencies where electric and natural gas utilities are involved.



- **Are you responsible for first responder safety trainings?** Order [free safety materials](#).
- **Are you interested in on-line training?** Visit [responding to utility emergencies](#).
- **Interested in utility-specific safety tips?** Visit our [advanced safety pages](#) and explore [interactive training tools](#).
- **Would you like to give us some feedback?** Complete our [online survey](#).

Thank you for visiting. Please share this site with others in your department.

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Order Free Safety Materials

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Advanced Safety Info

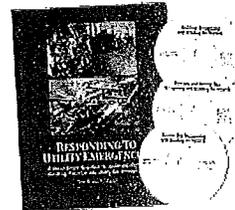
Training Tools

Links

Survey

Order Your Free Safety Training Materials

To help you teach first responders how to work safely around electric and gas utility equipment, we're pleased to offer you a FREE *First Responder Beware* safety training kit:



- **Books: "Responding to Utility Emergencies"**

The Responding to Utility Emergencies book provides first responders, firefighters, police officers and other emergency personnel with a common-sense approach towards handling utility emergencies. It applies response principles learned and developed from countless case histories. The book includes information on everything from the fundamentals of electrical and natural gas distribution to emergency site assessment and tactical control of the scene.

- **DVD: AEGIS "Recognizing and Avoiding the Hazards"**

Depending on your service area, you will receive either Natural Gas, Electric or Combo.

[Order here](#)

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Response to Utility Emergencies

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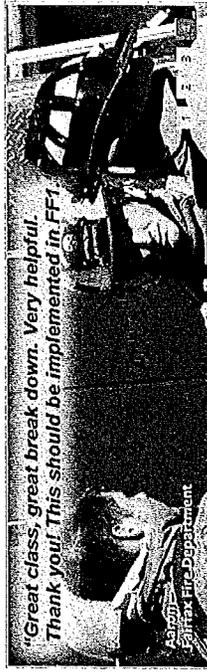
On-line Resource Training, *Responding to Utility Emergencies*

Please use our NEW online tool designed for firefighters, law enforcement, and all emergency responders. *Responding to Utility Emergencies* provides community emergency responders with valuable guidance that helps protect lives when a utility emergency occurs.

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Responding to Utility Emergencies



"Great class, great break down. Very helpful. Thank you! This should be implemented in FF1"

Welcome to Xcel Energy's Emergency Responder Awareness Training Website

The public safety officer is typically first on the scene when utilities are damaged, whether in response to a downed power line due to a vehicle accident or an excavator digging into a natural gas pipeline.

Xcel Energy is providing this website to help emergency responders recognize potential hazards involving electricity, natural gas and the necessary guidelines to assure their safety and that of the general public.

Register or Login to enter our training.

Are you Street-Smart or Book-Smart?

All times are _____



live
 charged
 energized
 All of the above

[Check your answer >](#)

Login or Register above, then select your training track below

FIRE / RESCUE Increase your knowledge of how to respond to a utility emergency.	LAW ENFORCEMENT Learn how to assess the risks associated with a utility emergency.	COMMUNITY AWARENESS Knowledge and preparation can impact the outcome of a utility emergency.
REGISTER	REGISTER	REGISTER

Safety Creative

SD Radio

Overhead

ANNCR: Look up. Look out. And stay away.

MUSIC

Overhead power lines that provide energy to your house can be deadly if you touch them with anything. So know where they are. And always keep yourself, your tools and ladders at least ten-feet away. And if you see a power line that's down, keep clear and call Xcel Energy to report it. In an emergency, always call nine-one-one.

STANDARD CLOSE

Visit Xcel Energy dot com slash safety anytime for more safety information.

Call Before You Dig 2 Day

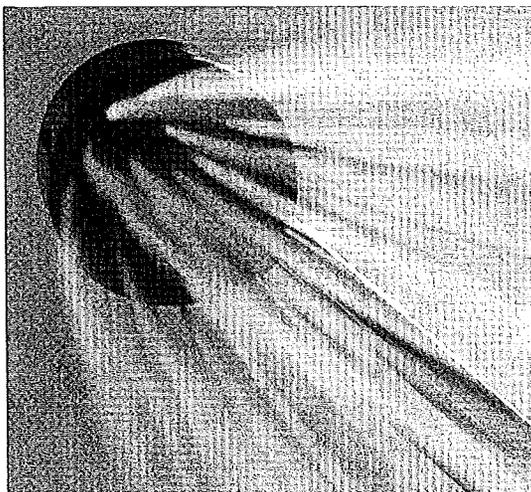
ANNCR: Never dig dangerously.

MUSIC

Always call eight-one-one at least two business days before you dig in your yard. A trained professional will come to your property and locate Xcel Energy's underground lines, marking them with colored flags so you can dig carefully around them. You must dig by hand if you dig close to the marks. It's the law, so don't forget...always call eight-one-one – and wait – before you dig.

STANDARD CLOSE

Visit Xcel Energy dot com slash safety anytime for more safety information.



Safety Soothes the Soul

There's nothing quite like a warm, refreshing shower following an active day working or playing outside. Keep your family refreshed and safe by following these easy-to-do, hot water heater and appliance safety steps:

- Set the hot water heater's thermostat to keep the water temperature always below 120 degrees Fahrenheit (48.89 Celsius) to avoid burns.
- Keep the area around the hot water heater free of combustible and flammable material. Maintain at least 18 inches of clean space all around the heater.





Regularly Inspect Fuel-Burning Appliances

The safest way to protect your business against carbon monoxide (CO) poisoning is to have a qualified heating contractor inspect your building's fuel-burning appliances annually. CO is a colorless, odorless gas and if it goes undetected, people's health is often at risk.

Heating appliances such as furnaces, hot water heaters and any other fuel-burning appliances need to be properly and regularly maintained. Blocked venting systems or inadequate air supply for combustion appliances can cause conditions which force contaminated air back into a building.

Early each fall is a good time to inspect all appliances and venting systems, since most furnaces have been idle during warmer months.



NORTHERN STATES POWER COMPANY
Electric Operations - State of South Dakota
Schedule H-3 Working Papers for Listed Expense Accounts
YEAR ENDED 12-31-2013
Advertising

TOTAL CONSERVATION ADVERTISING

Total to
South Dakota
\$ 2,164

Category Conservation
Timing: January - December
Market: Sioux Falls, Lake County, Lincoln County, Minnehaha County
Media Type: Maintenance of Web Interactive Updates