

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1999	24 hours, 7 days a week
Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service:	800-895-4999	24 hours, 7 days a week
Business Solutions Center:	800-481-4700	7 a.m. – 5 p.m. Mon-Fri
TTD/TTY	800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	8am-5pm, Mon-Fri

IMPORTANT ADDRESSES

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

ABOUT YOUR GAS RATES*

Learn more at xcelenergy.com (Understanding My Bill)

Conservation Improvement Programs (Minnesota)

Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Cost of Gas

A charge that reflects the actual cost of natural gas purchased from wholesale suppliers and delivered to Xcel Energy via pipeline. This charge typically changes each month.

Delivery Services Charge (North Dakota)

A flat monthly charge for North Dakota residential customers that pays for all costs related to gas delivery, metering, billing and customer service.

Distribution Charge

A usage charge per therm that covers only the delivery costs of natural gas to a home or business through our distribution system. It does not include the charges for the natural gas itself.

Gas Affordability Program (Minnesota)

A surcharge to recover the costs of offering a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

Heat Content Adjustment

This adjustment accounts for differences in the heating capability of natural gas and varies monthly. The higher the heat content of natural gas the less you need to produce the same heating.

Pressure Correction Adjustment

This adjustment accounts for the differences in the measured amount of natural gas calculated by different types of meters based on pressure delivered to a building.

Resource Adjustment (Minnesota)

This includes costs related to Conservation Improvement Programs and State Energy Policy Rider.

State Energy Policy (Minnesota)

Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Therm

A Therm is a unit of heating value. When a cubic foot of gas has a heat content of 1.0, a Ccf of gas equals one Therm. Gas rates are applied to Therms used each billing.

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Minnesota law requires Xcel Energy to invest in programs that help customers save energy.

Demand Charge

The greatest 15 min. avg. kW demand in billing period recovers the fixed costs associated with the system capacity necessary to produce and deliver electricity and is adjusted seasonally.

Energy Charge

Usage charge per kWh to recover the variable costs of producing energy.

Environmental Improvement Rider (Minnesota)/Environmental Cost Recovery (South Dakota)

Minnesota and South Dakota law allows Xcel Energy to recover the costs of significant environmental improvements at three of Xcel Energy's fossil fuel power plants.

Fuel Cost Charge/Fuel Clause Adjustment

Usage charge per kWh to recover the costs of fuel needed to run Xcel Energy's generating plants, as well as the cost of purchasing electricity from other suppliers.

kWh

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

Mercury Cost Recovery (Minnesota)

Minnesota law allows Xcel Energy to recover costs related to reducing Mercury emissions at two of Xcel Energy's fossil fuel power plants.

Renewable Development Fund (Minnesota)

Minnesota law requires Xcel Energy to allocate money to support development of renewable energy projects research and development of renewable energy technologies.

Renewable Energy Standard (Minnesota)

Minnesota law allows Xcel Energy to recover the costs of new renewable generation.

Resource Adjustment (Minnesota)

This includes costs related to: Conservation Improvement Programs, Mercury Cost Recovery, Renewable Development Fund, Renewable Energy Standard, State Energy Policy, Transmission Cost Recovery

State Energy Policy (Minnesota)

Minnesota law allows Xcel Energy to recover costs related to various energy policies approved by the Legislature.

Transmission Cost Recovery (Minnesota and South Dakota)

Minnesota and South Dakota law allows Xcel Energy to recover costs associated with new investments in the electric transmission system necessary to deliver electric energy to customers.

Windsor[®] (Minnesota)

Windsor[®] is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of Windsor[®] blocks (100 kWh each) or choose a 100% Windsor[®] option.

GENERAL INFORMATION

Learn more at xcelenergy.com (Understanding My Bill)

Avoid Estimated Bills

Xcel Energy tries to read meters each month. If no reading is taken, Xcel Energy estimates your month's bill based on past use. If this occurs, you can contact Xcel Energy with an actual meter reading.

Basic Service Charge

Monthly charge for certain fixed costs (metering, billing, maintenance, etc.).

City Fees

A fee some cities require Xcel Energy to collect that is paid directly to the city.

Electronic Check Conversion

If paying by check, you are authorizing Xcel Energy to convert your check to a one-time electronic payment on the day we receive your check. No additional fees will be applied. Your paper check will be destroyed. Contact us at 800-895-4999 to opt out.

Environmental Information

Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800-895-4999 or online at www.xcelenergy.com. You can also contact the

Minnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.pca.state.mn.us/programs/electricity.html

Governing Regulatory Agencies

State public utilities commissions regulate this utility and are available for mediation.
Minnesota PUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 – www.puc.state.mn.us
North Dakota PSC: 600 E. Blvd., Bismarck, ND 58505 – www.psc.state.nd.us
South Dakota PUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 800-332-1782 – www.puc.sd.gov

Late Payment Charge

Please pay your bill by the due date. Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. In Minnesota, the late payment charge is 1.5% monthly, 18% annually, or \$1, whichever is greater. Xcel Energy will not assess a late payment charge if the unpaid amount is less than \$10.

Payment Responsibility

Check the name on the front of your bill. If the name is not that of a person or business who has payment responsibility, call Xcel Energy at 800-895-4999.

PAYMENT OPTIONS

Learn more at xcelenergy.com (Pay My Bill)

Standard Payment Options: (No Fee Applies)

- **Auto Pay** – Automatically pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 800-895-4999.

Other Payment Options (Third-Party Fees may apply. Xcel Energy does not collect nor benefit from these fees.)

- **Credit/Debit Card Payment** – Make your payment using your credit or debit card either online or by calling 800-656-8439.
- **Pay Stations** – Pay your bill in-person at a location near you.

Service Address: 441 Mount Ida St Fl 1
 Saint Paul, MN 55101-4416
 Account Number: 51-5333727-8

**DISCONNECTION NOTICE
 And Statement of Customer Rights and Information**

Dear Tiffany L Moose:

Your natural gas and/or electricity will be disconnected if we do not receive a payment of \$2,295.97 by 06/21/2011 or if you do not take immediate steps to remedy your past due balance. If your service is disconnected for nonpayment, you will have to pay a reconnection charge, and you may have to pay a deposit and additional shut off charges. You can avoid disconnection by taking one of the following steps:

- Paying your past due amount \$2,295.97 by 06/21/2011. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by 06/21/2011.

Please contact us immediately at 1-800-895-4999 to make payment arrangements or if you believe there is an error.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

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 - 2295.97 due 7-13-11
 159.56

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

DISCONNECTION NOTICE

ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
51-5333727-8	Jun. 21, 2011	\$2,295.97 Thank You!	

Please Return This Portion With
 Your Payment To:

AT 01 002886 99623E 12 A**3DGT



TIFFANY L MOOSE
 441 MOUNT IDA ST FL 1
 SAINT PAUL, MN 55130-4416



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

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WindsorSource® (Minnesota)

WindsorSource® is an optional program where you choose how much wind energy you would like to support. You can choose a fixed number of WindsorSource® blocks (100 kWh each) or choose a 100% WindsorSource® option.

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Environmental InformationFuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 800-895-4999 or online at www.xcelenergy.com. You can also contact theMinnesota Department of Commerce at www.commerce.state.mn.us or the Minnesota Pollution Control Agency at www.pca.state.mn.us/programs/electricity.html**Governing Regulatory Agencies**State public utilities commissions regulate this utility and are available for mediation.
Minnesota PUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 – www.puc.state.mn.us
North Dakota PSC: 600 E. Blvd., Bismarck, ND 58505 – www.psc.state.nd.us
South Dakota PUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 800-332-1782 – www.puc.sd.gov**Late Payment Charge**

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Northern States Power Company d/b/a Xcel Energy
 P.O. Box 9477
 Mpls., MN 55484-9477
 1-800-895-4999 TDD 1-800-895-4949

CO147-1-1

05/03/2011

Service Address: 441 Mount Ida St Fl 1
 Saint Paul, MN 55101-4416
 Account Number: 51-5333727-8

**DISCONNECTION NOTICE
 And Statement of Customer Rights and Information**

Dear Tiffany L Moose:

Your natural gas and/or electricity will be disconnected if we do not receive a payment of \$3,287.21 by 05/17/2011 or if you do not take immediate steps to remedy your past due balance. If your service is disconnected for nonpayment, you will have to pay a reconnection charge, and you may have to pay a deposit and additional shut off charges. You can avoid disconnection by taking one of the following steps:

- Paying your past due amount \$3,287.21 by 05/17/2011. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by 05/17/2011.

Please contact us immediately at 1-800-895-4999 to make payment arrangements or if you believe there is an error.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

RETAIN UPPER PORTION WHEN MAILING PAYMENT

THIS NOTICE MAY NOT REFLECT RECENT PAYMENTS

DISCONNECTION NOTICE

ES POSIBLE QUE EL PRESENTE AVISO NO REFLEJE LOS ÚLTIMOS PAGOS

Your Account Number	Due Date	Please Pay	Amount Enclosed
51-5333727-8	May. 17, 2011	\$3,287.21 Thank You!	

Please Return This Portion With
 Your Payment To:

AT 01 005005 81928E 19 A**3DGT



TIFFANY L MOOSE
 441 MOUNT IDA ST FL 1
 SAINT PAUL, MN 55130-4416



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

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