



3115 Centre Pointe Drive  
Saint Paul, Minnesota 55113-1132

June 27, 2008

Elsie Mayard  
755 Minneapolis  
Saint Paul, MN 55104

Re: Minnesota Office of the Attorney General Inquiry  
Account #51-6914415

Dear Elsie Mayard:

Your concern directed to the Minnesota Office of the Attorney General was forwarded to my attention for investigation and response. This letter is a follow-up to the outcome.

In your complaint you were concerned after your electric service was disconnected for non-payment. The balance on your account was \$4141.05. You paid \$2000 to get the service back on. You need to make an arrangement and you need to call me for an arrangement.

Please note that payment arrangement is very strict; I suggest that you make your payments in advance. If the arrangement breaks you could be reconnected. .

I apologize for any inconvenience this may have caused. If you have further questions or concerns please call 651-639-4387.

Sincerely,

A handwritten signature in black ink that reads 'Nancy Heitzinger'.

Nancy Heitzinger  
Customer Advocate Analyst

cc: Colleen Crossley, Minnesota Office of the Attorney General

**Howe, John**

**From:** Horner, Elizabeth A [elizabeth.a.horner@XCELENERGY.COM]  
**Sent:** Monday, April 11, 2011 9:58 AM  
**To:** 'Howe, John'  
**Subject:** FW: Re-Elsie Mayard  
**Attachments:** 059896A.pdf; 059896A1.xls; 059896A2.xls; 059896B1.pdf; 059896B2.pdf; 059896C.pdf

John, I have reviewed Elsie Mayard's accounts #6914415 755 Minnehaha Fl 1 and #9136075 755 Minnehaha Fl 2. Below are the responses to your questions; I've also attached the appropriate documentation.

Ms. Mayard asks how she can be billed for gas and electric when they were shut off prior to Oct 22,2010. Xcel Energy records show that at 755 Minnehaha Ave Fl 2 - gas was disconnected from 8/27/10 to 10/22/10, electric was disconnected from 6/22/10 to 10/22/10. Neither gas or electric were shut off on Fl 1. Note that even when the service is off there is still a monthly service charge. Also, when we investigated the gas service we found that the gas riser valve was loose, so a small amount of gas was still running. Investigations relocked gas meter 10/20/10. The gas department checked the gas meters and there are no leaks.

( Enclosure A is a spreadsheet of when the service was shut off, the monthly gas and electric charges, and usage for both Fl 1 and Fl 2 at 755 Minnehaha Ave per your request).

Ms. Mayard is questioning the large difference between her gas and electric bills . On Fl 1 the electric bill for March was \$336.59 and the gas bill was \$124.19 ; it appears that Ms. Mayard is using electric space heaters. On Floor 2 the electric for March was \$53.34 and the gas was \$8.57. This usage is minimal, and suggests that either no one was living on the 2nd Floor or it was used sparingly. These bills are based on actual meter readings. Xcel Energy has no way to determine how a customer actually uses their gas and electric.

( Enclosure B is a copy of these bills . )

Ms. Mayard also asked how we billed for discovered meters on Fl 2. Even though we didn't previously have a customer of record for billing purposes, we still read the meter . Once we verified the owner, the account was billed using those actual readings .

Lastly, in regards to the service being shared. Xcel Energy records show that in 2006 an investigation was completed per customer request and no shared metering was found. Both Fl 1 and Fl 2 have always been in the owner's name and have always been billed to the owner.

(Enclosure C is a copy of the 2006 shared meter report investigation and meter test.)

I do not see any additional information that would change the fact that this billing is Ms. Mayard's responsibility. I understand Ms. Mayard has financial issues but she also needs to make regular payments for a service she has and is using. Nothing has been paid since last year. Xcel Energy would need a substantial down payment and then a pay agreement that Ms. Mayard would need to keep in order to prevent further credit action.

On account #6914415 755 Minnehaha Ave Fl 1 the balance owing is \$1139.62.  
 On account #9136075 755 Minnehaha Ave Fl 2 the balance owing is \$7231.33.

Liza Horner  
 Xcel Energy | Responsible By Nature  
 Sr. Customer Advocate Analyst  
 3115 Centre Pointe Drive St. Paul, MN 55113  
 P: 651.639.4512 F: 651.639.4322  
 E: [elizabeth.a.horner@xcelenergy.com](mailto:elizabeth.a.horner@xcelenergy.com)

**XCELENERGY.COM**

Please consider the environment before printing this email

**NONPUBLIC DOCUMENT - CONTAINS TRADE SECRET DATA/PRIVATE DATA ON INDIVIDUALS**

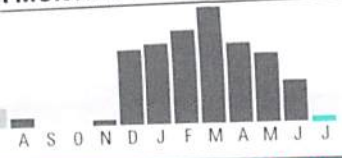
4/12/2011



<b>SERVICE ADDRESS</b>		<b>ACCOUNT NUMBER</b>		<b>07/31/2015</b>
ELSIE M MAYARD 755 MINNEHAHA AVE W FL 1 SAINT PAUL, MN 55104-1626		51-6914415-4		<b>AMOUNT DUE</b>
		<b>STATEMENT NUMBER</b>	<b>STATEMENT DATE</b>	<b>\$11,920.84</b>
		463099001	07/07/2015	

Your Account is Overdue - Please Pay Immediately

MONTHLY NATURAL GAS USAGE



MONTHLY AVERAGES	Last Year	This Year
Temperature	71° F	70° F
Therms	0.8	0.2
Cost	\$1.20	\$0.67

QUESTIONS ABOUT YOUR BILL?

Our website: [xcelenergy.com](http://xcelenergy.com)  
 Contact us at: [Customerservice@xcelenergy.com](mailto:Customerservice@xcelenergy.com)  
 24 hours a day, 7 days a week  
 Toll-free Call: 1-800-895-4999  
 Hearing Impaired: 1-800-895-4949  
 TDD: 1-800-687-8778  
 Write us at: XCEL ENERGY  
 PO BOX 8  
 EAU CLAIRE WI 54702-0008



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

Natural Gas Service	06/02/15 - 07/01/15	7 therms	\$19.43
Non-Recurring Charges / Credits			\$102.80
<b>Current Charges</b>			<b>\$122.23</b>

ACCOUNT BALANCE

Previous Balance	As of 06/02	\$11,798.61
No Payments Received		\$0.00
Balance Forward		<b>\$11,798.61</b>
Current Charges		\$122.23
<b>Amount Due</b>		<b>\$11,920.84</b>

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

Stealing electricity or natural gas is dangerous, against the law and ultimately costs all of our customers. Protect yourself and others by reporting anyone tapping into a line, bypassing a meter, tampering with equipment or otherwise stealing energy to Xcel Energy's *Revenue Assurance Hotline* at 1-888-823-1511. Information you report will be kept confidential and you'll remain anonymous.

RETURN BOTTOM PORTION WITH YOUR PAYMENT • PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-6914415-4	07/31/2015	<b>\$11,920.84</b>	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.  
 Make your check payable to XCEL ENERGY

JULY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AB 01 000841 76060 B 6 A  
  
 ELSIE M MAYARD  
 755 MINNEHAHA AVE W  
 SAINT PAUL MN 55104-1626

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

**IMPORTANT PHONE NUMBERS**

- Electric Emergencies: 1-800-895-1999
- Natural Gas Emergencies: 1-800-895-2399
- Residential Customer Service: 1-800-895-4999
- Business Solutions Center: 1-800-481-4700
- TTD/TTY: 1-800-895-4999
- Call Before You Dig: 1-800-895-4949

- 24 hours, 7 days a week
- 24 hours, 7 days a week
- 8am - 5pm, Mon - Fri
- 8am - 5pm, Mon - Fri
- 24 hours, 7 days a week
- 24 hours, 7 days a week
- 8am - 5pm, Mon - Fri

\*Register any inquiry or complaint at the above.

**GENERAL INFORMATION**

A fee some cities impose that Xcel Energy collects from customers and pays directly to the city.

**Electronic Check Conversion**  
When you pay your bill by check, in most cases Xcel Energy will use your check information to make a one-time electronic debit from your checking account on the day we receive your check. There are no fees for this electronic conversion. In all other cases we will process your check.

**Environmental Information**  
Fuels used to generate electricity have different costs, reliability and air emissions. For more information, contact Xcel Energy at 1-800-895-4999 or online at [www.xcelenergy.com](http://www.xcelenergy.com). You can also contact the Minnesota Department of Commerce at [www.commerce.state.mn.us](http://www.commerce.state.mn.us) or the Minnesota Pollution Control Agency at [www.pca.state.mn.us/program/electricity.html](http://www.pca.state.mn.us/program/electricity.html).

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

**Governing Regulatory Agency**

The Minnesota Public Utilities Commission regulates this utility and is available for mediation at: MPUC, 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 - [www.puc.state.mn.us](http://www.puc.state.mn.us).

**Late Payment Charge**

Xcel Energy will assess a late payment charge on unpaid amounts two working days after the due date. The late payment charge is 1.5% monthly, or \$1, whichever is greater. No late payment charge will be assessed if the unpaid amount is less than \$10.

**Payment Responsibility**

If the name on the front of your bill is not that of a person or business who has payment responsibility, call Xcel Energy at 1-800-895-4999.

Further information is available to customers upon request.

**ABOUT YOUR ELECTRIC RATES**

**Affordability Charge**

A surcharge to recover the costs of offering bill payment assistance and discount programs for low-income customers.

**Basic Service Charge**

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

**Conservation Improvement Programs**

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

**Demand Charge**

Charge to commercial and industrial customers for the fixed costs of the electric capacity required to meet the peak electric loads on Xcel Energy's system. The charge, which is adjusted seasonally, applies to the highest 15 minute kW demand during the billing period.

**Energy Charge**

Charge per kWh of electricity usage to recover the variable costs of producing energy.

**Environmental Improvement Rider**

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

**Fuel Clause Adjustment**

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

**kWh**

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

**ABOUT YOUR NATURAL GAS RATES**

**Basic Service Charge**

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

**Charge per therm**

Charge to recover the cost of natural gas purchases from wholesale suppliers and delivered to Xcel Energy's distribution system via pipeline. This charge is adjusted each month.

**Conservation Improvement Programs**

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

**Distribution Charge**

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**

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.

**PAYMENT OPTIONS**

- Standard Payment Options:** (No fees apply)
  - My Account/Bill™** - View/pay your bill, view energy usage and access account information.
  - Auto Pay** - Automatically pay your bill directly from your bank account.
  - Online View and Pay** - View and pay your bills online.
  - Pay By Phone** - Make your payment by phone from your checking or savings account by calling 1-800-895-4999
  - Pay By Mail** - Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

- Other Payment Options** (Third-Party Fees will apply, Xcel Energy does not collect nor benefit from these fees.)
  - Credit/Debit Card Payment** - Use your credit or debit card either online or by calling 1-888-747-1523
  - Pay Stations** - Pay your bill in-person at a location near you.

**Therm**  
A therm is a unit of heating value equal to 100,000 British Thermal Units (BTUs). Since natural gas meters measure the volume of natural gas consumed in cubic feet, the Heat Content Adjustment is used to determine how much heat, in therms, is contained in the volume consumed.

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

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

**Pressure Correction Adjustment**  
Adjusts for variances in the amount of natural gas measured by different types of meters due to pressure differences in the natural gas delivered to a service.

**Heat Content Adjustment**  
Corrects for variances in the heating capability of natural gas, and the adjustment varies monthly. The higher the heat content, the lower the volume of natural gas needed to provide the same heating.

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

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

Learn more at [xcelenergy.com/MyAccount](http://xcelenergy.com/MyAccount)

**IMPORTANT ADDRESSES**

**Payments**  
Xcel Energy  
PO Box 9477  
Minneapolis, MN 55484-9477  
Please include stub for faster processing.

**General Inquiries\***

Xcel Energy  
PO Box 8  
Fau Claire, WI 54601-0008  
[xcelenergy.com](http://xcelenergy.com)

Minnesota Public Utilities Commission  
121 7th Place East, Suite 350  
St. Paul, MN 55101  
Tel: (651) 296-0406  
(800) 657-3782  
www.puc.state.mn.us  
consumer.puc@state.mn.us

Second, I contacted Xcel Energy on June 6, 2008 pursuant to your call. Customer service representative Nancy Heitzinger advised that \$3,924.50 is currently owed on your account. She noted that, previously, shared metering was found at your duplex, and you were back billed. She indicated that she would contact you, and would also contact PAR at Xcel Energy to try to help you obtain assistance. When I receive a written response from Xcel Energy, I will forward a copy to you for your review and records.

I thank you for contacting this Office. Please feel free to contact this Office again in the future if you should have another consumer related concern.

Sincerely,

COLLEEN J. CROSSLEY  
Consumer Services Division  
(651) 355-0712 (Voice)  
(651) 282-2155 (Fax)



1414 West Hamilton Avenue  
P.O. Box 8  
Eau Claire, WI 54702-0008

July 7, 2015

ELSIE M MAYARD  
755 MINNEHAHA AVE W  
NT PAUL MN 55104-1626

Account Number: 51-6914415-4  
Service Address: 755 Minnehaha Ave. W., Fl. 1, Saint Paul, MN

Dear Elsie M. Mayard:

Thank you for contacting Xcel Energy. We are happy to assist you.

Enclosed is the information you requested.

If you have any questions, please call our Customer Contact Center at 1-800-895-4999 or visit us at our website [www.xcelenergy.com](http://www.xcelenergy.com).

Sincerely,

Xcel Energy  
Customer Contact Center

Kim  
Julien

this is from hearing with a  
city of st. paul city call  
+cel

June '08

\$5,000

June 30, '08

\$2,000

---

\$3,000

Now:

total bill  
\$2,742

Xcel  
Need to turn  
on

\$1,925

Left Over

\$817

→ - Salvation Army \* Max 600  
Family Ppl \* Max 500  
SP frnd ? \* Max 500

Need Min \$400  
on own

\$1,600

10-7-08

Elsie -

Here is the info. you requested.  
I highlighted what was owed to  
Xcel and what they needed to  
turn you back on.

Jennifer  
HouseCalls