



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
AMBER HENTGES 1731 DUPONT AVE N FL 1 MINNEAPOLIS, MN 55411-3218	51-0010741946-6	03/11/2025	
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	914589395	02/11/2025	\$184.16

YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	25° F	16° F
Electricity kWh	0.0	30.3
Electricity Cost	\$0.00	\$5.75

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

Electricity Service	01/09/25 - 02/10/25	970 kWh	\$184.16
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Current Charges **\$184.16**

ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance	As of 01/09	\$159.45
Payment Received	Online Payment 01/14	-\$159.45 CR
Balance Forward		\$0.00
Current Charges		\$184.16
Amount Due (Cantidad a pagar)		\$184.16

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

Please Call: 1-800-895-4999

Español: 1-800-687-8778

Or write us at: XCEL ENERGY
PO BOX 8
EAU CLAIRE WI 54702-0008



INFORMATION ABOUT YOUR BILL

Renewable energy development costs are included as part of the Resource Adjustment line on your bill. It represents money to support research and development of renewable energy projects and renewable energy technologies. Beginning this month, the renewable energy development costs have decreased from \$0.001385 per kWh to \$0.001097 per kWh. Visit xcelenergy.com/rdf to find more on Xcel Energy's renewable energy development.

Thank you for your payment.

RETURN BOTTOM PORTION WITH PAYMENT ONLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-0010741946-6	03/11/2025	\$184.16	

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

MARCH						
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					

----- manifest line -----



AMBER HENTGES
1731 DUPONT AVE N
MINNEAPOLIS MN 55411-3218



XCEL ENERGY
P.O. BOX 4176
CAROL STREAM IL 60197-4176



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SERVICE ADDRESS: 1731 DUPONT AVE N FL 1 MINNEAPOLIS, MN 55411-3218
NEXT READ DATE: 03/17/25

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 303394303
INVOICE NUMBER: 1161450141

METER READING INFORMATION

METER 344954839		
Read Dates: 01/09/25 - 02/10/25 (32 Days)		
DESCRIPTION	USAGE TYPE	USAGE
Total Energy	Actual	970 kWh

ELECTRICITY CHARGES

RATE: Residential Service

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Basic Service Chg			\$6.00
Energy Charge Winter	970 kWh	\$0.113640	\$110.23
Fuel Cost Charge	970 kWh	\$0.026804	\$26.00
Sales True Up	970 kWh	-\$0.000150	-\$0.15 CR
Affordability Chrg			\$2.12
Resource Adjustment			\$7.98
Interim Rate Adj			\$8.30
Subtotal			\$160.48
City Fees		5.25%	\$8.43
Transit Improvement Tax		1.25%	\$2.12
Other Special District		0.25%	\$0.42
City Tax		0.50%	\$0.85
County Tax		0.15%	\$0.25
State Tax		6.875%	\$11.61
Total			\$184.16



ENERGY YOU CAN COUNT ON.

We're proud to provide reliable energy to your community, whether in your home or at your business. We work to keep costs low as we focus on the safety and reliability of the electric and natural gas systems that serve you, while transitioning to cleaner energy.

Learn more at [xcelenergy.com](https://www.xcelenergy.com).



STOP WINTER AIR IN ITS TRACKS

Cold air leaks can inflate your heating and energy costs. Insulate doors, windows, and anywhere air can escape.

Get more tips at [xcelenergy.com/EnergySavingTips](https://www.xcelenergy.com/EnergySavingTips).





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Save energy and money this season

Colder weather is here, and now is the time to get your home ready for the heating season. Staying warm and cozy at home can increase your energy bills, but luckily it doesn't have to. Simply upgrade to energy-efficient heating equipment around your home and keep those winter energy bills low.

Visit xcelenergy.com for seasonal efficiency tips and to learn more about Xcel Energy's energy efficiency programs.



DON'T GET SCAMMED.

Scammers can spoof phone numbers to look like the call is coming from us. If someone calls and threatens to turn off your power if you don't pay immediately, or asks for your account number to refund an overpayment, hang up and check your account status using My Account, our Xcel Energy mobile app, or call us at **800-895-4999**.



SAFETY IS A POWERFUL RESPONSIBILITY.

When millions of people rely on you for their energy, you hold a lot of power in your hands, which includes the power to protect. That's why we trust a team of nearly 3,000 utility professionals to deliver energy right to your door, safely.

For ways YOU can stay safe, visit xcelenergy.com/Safety.



IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service*:	800-895-4999	7 a.m.–7 p.m., Mon.–Fri. 9 a.m.–5 p.m., Sat.
Business Solutions Center*:	800-481-4700	8 a.m.–5 p.m., Mon.–Fri.
Telecommunications Relay Service -TRS	711	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

*Register any inquiry or complaint at the above.

IMPORTANT ADDRESSES

General Inquiries*

Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008
xcelenergy.com

Payments

Xcel Energy
PO BOX 4178
CAROL STREAM, IL 60197-4178
Please include stub for
faster processing.

GENERAL INFORMATION

City Fees

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

Electronic Check Conversion

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

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 xcelenergy.com. You can also contact the Minnesota Department of Commerce at <http://mn.gov/commerce/> or the Minnesota Pollution Control Agency at <https://www.pca.state.mn.us/quick-links/electricity-and-environment>.

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. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 – <http://mn.gov/puc/>.

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 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.

Decoupling Adjustment

A credit or surcharge to residential and non-demand business customers that separates the recovery of fixed costs from sales, adjusted annually based on the average use of each of these two customer classes.

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.

Fuel Cost Charge

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

kWh

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

Meter Reading Information

Smart meters track your energy use in 15-minute intervals. Your bill is based on the total kWh you used in each 15-minute interval in the billing period.

Mercury Cost Recovery

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 law requires Xcel Energy to allocate money to support research and development of renewable energy technologies, grid modernization, and other projects that increase system efficiency.

Renewable Energy Standard

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

Resource Adjustment

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

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.

Windsources®

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

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.

Gas Utility Infrastructure Costs

Minnesota law allows Xcel Energy to recover MPUC-approved costs of assessments, modifications, and replacement of natural gas facilities as required to comply with state and federal pipeline safety programs.

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.

New Area Service/Extension Surcharge

Monthly charge for extending natural gas service to areas where the cost would otherwise have been prohibitive under Company's present rates and service extension policy.

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.

Resource Adjustment

This includes costs related to Conservation Improvement Programs, Gas Utility Infrastructure Costs and State Energy Policy Rider.

State Energy Policy

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 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.

PAYMENT OPTIONS

Standard Payment Options: (No fees apply)

- **My Account/eBill/Mobile App** — View/pay your bill electronically, view energy usage and access account information.
- **Auto Pay** — Automatically pay your bill directly from your bank account.
- **Credit/Debit Card Payment** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-660-1365.
- **Pay By Phone** — Make your payment by phone from your checking or savings account by calling 800-895-4999.
- **Pay By Mail** — Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- **Bank View and Pay** — View and pay your bills online through a third-party vendor.

Learn more at xcelenergy.com

Other Payment Options

(Third-party fees will apply. Xcel Energy does not collect nor benefit from these fees.)

- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more in **My Account** on xcelenergy.com or the **Xcel Energy mobile app**.





SHARE THE HEAT

You can help your Minnesotan neighbors in need by giving to HeatShare.

HeatShare is a voluntary program administered by The Salvation Army. It helps those in need survive our long winters by providing funds for heating bills and heating-related repairs. Visit heatshare.org for more information.

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MN

YES! I want to contribute to HeatShare.



I am making a monthly contribution of:

- \$2 \$5
 \$10 Other \$ _____

(This amount will be added to your monthly bill)

OR

I am making a one-time contribution of:

\$ _____

(Please make your check payable to HeatShare.)

Name (please print) _____

Address _____

City _____ State _____ ZIP _____

Xcel Energy account number _____

Signature _____

Date ____/____/____

Thank you for your generous contribution.

If you are sending a one-time contribution, please make your check payable to HeatShare, and enclose it and this form with your Xcel Energy payment. If you are on AutoPay, complete and send this form to the address on your energy bill, with the following notation: **Attention: HeatShare.**

Mailing address:
Attn: PAR Dept.
Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008





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Address _____

City _____ State _____ ZIP _____

Xcel Energy account number _____

Signature _____

Date ____/____/____

Thank you for your generous contribution.

If you are sending a one-time contribution, please make your check payable to HeatShare, and enclose it and this form with your Xcel Energy payment. If you are on AutoPay, complete and send this form to the address on your energy bill, with the following notation: **Attention: HeatShare.**

Mailing address:
Attn: PAR Dept.
Xcel Energy
PO Box 8
Eau Claire, WI 54702-0008

PIPELINE SAFETY IS YOUR RESPONSIBILITY



Xcel Energy's natural gas network helps provide our gas customers with reliable, safe and affordable energy. We are committed to customer safety through safe pipeline operation, monitoring and by following pipeline safety regulations.

Understand your responsibilities for pipelines on your property to help keep everyone safe.

BEFORE YOU DIG

Know what's below. Contact **811** before you dig — every time — to have all buried lines located beforehand. The natural gas piping you own will not be located as part of this process. Licensed plumbing or heating contractors can help with; locating, inspecting, maintenance, and repairing your pipe, if necessary.

Follow these important steps to dig safely:

- Call **811** or visit call811.com to request a locate and follow the instructions fully.
- Mark with white paint or chalk the area you intend to dig.
- The waiting time varies by state so plan accordingly. Do not dig until you're notified that all locates are complete and the wait time has ended.
- Do not use mechanized equipment to expose the buried line. Dig carefully using hand tools to expose the buried line while observing and preserving the marks.
- Call **811** for reverification if you lose the markings or have questions.

CUSTOMER-OWNED LINES

Xcel Energy owns and maintains the natural gas piping from the street to our customers' gas meters, but as the property owner you are responsible for maintaining any natural gas lines from the meter outlet to gas appliances and equipment. In some cases, the meter may be located at your property line or a distance away from your home or business.

The customer-owned piping may be above or below ground, and buried gas lines may run from the meter to a detached garage, pool heater or other locations. Because buried gas pipes can leak and metal pipes may corrode with age, you should have your buried gas pipes inspected periodically and repair them as needed.

When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. You should always call 811 to locate underground lines owned by your utility providers; however, the natural gas piping you own will not be located as part of this process. Licensed plumbing or heating contractors can provide assistance with locating, inspection, repairs and maintenance, if necessary.

WARNING SIGNS OF A GAS LINE LEAK: THESE MAY OR MAY NOT ALL BE PRESENT IN EVERY CIRCUMSTANCE.



SMELL

There may or may not be an odor like rotten eggs or sulfur.



SIGHT

There may or may not be dirt spraying in the air, continual bubbling in a pool of water, or dying/dead vegetation for no apparent reason.



SOUND

There may or may not be a slight hissing to a loud roar.

RESPOND SAFELY

If you suspect a gas leak **inside** your home or a building, quickly get everyone outside and safely away.

If it is **outside** on your property or someone else's, move a safe distance away and upwind of the odor.

ALWAYS FOLLOW THIS GUIDANCE:

- Do not use anything that can create a spark, as any spark can ignite gas. This includes matches and lighters; any phone, electric switches including garage door openers, appliances, or metal tools; or starting an engine.
- Warn others to stay away.
- Once safely away, call **911**, and then Xcel Energy at **800-895-2999**.

PIPELINE MARKERS

Gas transmission pipeline markers identify all transmission and some high-pressure distribution pipelines. However, never assume that the absence of a marker indicates the absence of a pipeline. While markers most typically follow a pipeline's general path, they never mark the pipeline's exact path, size, or depth.

The markers include the name of the company, its emergency contact phone number, the product in the pipeline, and a reminder that you must first contact **811** before digging. It is unlawful to remove a pipeline marker. Public maps for general location of pipelines are available at: www.npms.phmsa.dot.gov.

Visit xcelenergy.com/Safety for additional safety information. Xcel Energy offers a printed version of this information with a special scratch-and-sniff badge that will help you identify what it smells like if you have a natural gas leak. You can order one by submitting this form on our website: xcelenergy.com/GasInsertRequest.



LA SEGURIDAD DE LAS TUBERÍAS ES SU RESPONSABILIDAD

La red de gas natural de Xcel Energy ayuda a proporcionar energía confiable, segura y asequible a nuestros clientes del servicio de gas. Estamos comprometidos con la seguridad de los clientes a través de la operación segura de las tuberías, el monitoreo y el cumplimiento de las regulaciones de seguridad de las tuberías.

Comprenda sus responsabilidades con respecto a las tuberías en su propiedad para ayudar a mantener la seguridad de todos.

ANTES DE EXCAVAR

Reconozca lo que está de por debajo. Comuníquese con el **811** antes de excavar, siempre, para que todas las tuberías bajo tierra se ubiquen de antemano. Las tuberías de gas natural que posee no se ubicarán como parte de este proceso. Los contratistas de plomería o calefacción con licencia pueden ayudar a localizar, inspeccionar, dar mantenimiento y reparar su tubería si se hace necesario.

Siga estos pasos importantes para cavar de manera segura:

- Llame al **811** o visite **call811.com** para solicitar una localización y siga las instrucciones en su totalidad.
- Marque con pintura blanca o tiza el área que desea excavar.
- El tiempo de espera varía según el estado, por lo que debe planificar en consecuencia. No excave hasta que se le notifique que todas las ubicaciones están completas y el tiempo de espera haya finalizado.
- No utilice equipos mecanizados para cavar la tubería bajo tierra. Excave cuidadosamente usando herramientas manuales para dejar al descubierto la tubería bajo tierra mientras observa y preserva las marcas.
- Llame al **811** para volver a verificar si pierde las marcas o tiene preguntas.

LÍNEAS PROPIEDAD DEL CLIENTE

Xcel Energy es propietaria y mantiene las tuberías de gas natural desde la calle hasta los medidores de los clientes, pero como dueño de la propiedad usted es el responsable de dar mantenimiento a cualquier tubería de gas natural desde la salida del medidor hasta los aparatos electrodomésticos y equipos que operan con gas. En algunos casos es posible que el medidor se encuentre en la tubería de su propiedad o lejos de su casa o negocio.

La tubería propiedad del cliente puede ser subterránea o estar por encima de la superficie, y las tuberías de gas enterradas pueden correr desde el medidor hasta una cochera, un calentador de alberca u otras ubicaciones. Debido a que las tuberías de gas subterráneas pueden tener fugas y las tuberías de metal sufren corrosión con el paso del tiempo, usted debe solicitar una inspección periódica de las mismas y repararlas si es necesario.

Cuando excave cerca de tuberías de gas enterradas, debe localizarlas con anticipación y debe excavar a mano. Siempre debe llamar al 811 para localizar las tuberías subterráneas propiedad de sus proveedores de servicios; sin embargo, las tuberías de gas natural de su propiedad no se localizarán mediante este procedimiento. En caso necesario, los contratistas autorizados en fontanería o calefacción le pueden proporcionar ayuda en la localización, inspección, reparación y mantenimiento.

SEÑALES DE ADVERTENCIA DE UNA FUGA EN UNA TUBERÍA DE GAS: LAS SEÑALES PUEDEN O NO ESTAR PRESENTES EN TODAS LAS CIRCUNSTANCIAS.



Olor

Puede haber o no un olor como a huevo podrido o azufre.



Vista

Puede haber o no escombros de tierra pulverizada en el aire, burbujeo continuo en una piscina de agua, o vegetación muerta o en proceso de morir sin razón aparente.



Sonido

Puede haber o no desde un leve siseo hasta un estruendo fuerte.

RESPONDA DE MANERA SEGURA

Si sospecha que hay una fuga de gas **dentro** de su casa o de un edificio, saque rápidamente a todos afuera y aléjelos de manera segura.

Si está **afuera** en su propiedad o en la de otra persona, aléjese a una distancia segura y en dirección contraria al viento con respecto al olor.

SIGA SIEMPRE ESTA GUIANZA:

- No use nada que pueda crear una chispa, ya que cualquier chispa puede encender el gas. Esto incluye fósforos y encendedores; cualquier teléfono, interruptores eléctricos, incluidos abrepuertas de garaje, electrodomésticos o herramientas metálicas; o arrancar un motor.
- Advierta a los demás que se mantengan alejados.
- Una vez que esté alejado de manera segura, llame al **911** y luego a Xcel Energy al **800-895-2999**.

MARCADORES DE TUBERÍAS

Los marcadores de tuberías de transmisión de gas identifican todas las tuberías de transmisión y algunas tuberías de distribución de alta presión. Sin embargo, nunca asuma que la ausencia de un marcador indica la ausencia de una tubería. Si bien los marcadores suelen seguir la trayectoria general de una tubería, nunca marcan la trayectoria exacta, el tamaño o la profundidad exactos de la tubería.

Los marcadores incluyen el nombre de la compañía, su número de teléfono de contacto de emergencia, el producto en la tubería y un recordatorio de que primero debe comunicarse con el **811** antes de excavar. Es contra la ley retirar un marcador de tubería. Los mapas públicos para la ubicación general de las tuberías están disponibles en: www.npms.phmsa.dot.gov.

Para obtener información de seguridad adicional, visite xcelenergy.com/Safety. Xcel Energy ofrece una versión impresa de esta información con un distintivo especial para rasgar y oler que lo ayudará a identificar a qué huele si tiene una fuga de gas natural. Puede pedir uno enviando este formulario en nuestro sitio web: xcelenergy.com/GasInsertRequest.