



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
AMBER HENTGES 3810 W 31ST ST UNIT 102 MINNEAPOLIS, MN 55416-4236	51-0010741946-6	10/17/2024
	STATEMENT NUMBER	STATEMENT DATE
	895249560	09/20/2024
		AMOUNT DUE
		\$198.59

YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	72° F	72° F
Electricity kWh	29.2	31.2
Electricity Cost	\$8.36	\$6.62

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

Electricity Service 08/20/24 - 09/19/24 937 kWh \$198.59

Current Charges \$198.59

ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance	As of 08/20	\$183.18
Payment Received	Online Payment 09/03	-\$183.18 CR
Balance Forward		\$0.00
Current Charges		\$198.59
Amount Due (Cantidad a pagar)		\$198.59

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

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	10/17/2024	\$198.59	

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

OCTOBER						
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
3810 W 31ST ST UNIT 102
MINNEAPOLIS MN 55416-4236



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



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SERVICE ADDRESS: 3810 W 31ST ST UNIT 102 MINNEAPOLIS, MN 55416-4236
NEXT READ DATE: 10/23/24

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 304134521
INVOICE NUMBER: 1133249532

METER READING INFORMATION

METER 345304365		
Read Dates: 08/20/24 - 09/19/24 (30 Days)		
DESCRIPTION	USAGE TYPE	USAGE
Total Energy	Actual	937 kWh

ELECTRICITY CHARGES

RATE: Residential Service

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Basic Service Chg			\$6.00
Energy Charge Summer	937 kWh	\$0.130690	\$122.46
Fuel Cost Charge	937 kWh	\$0.034824	\$32.63
Sales True Up	937 kWh	-\$0.000150	-\$0.14 CR
Affordability Chrg			\$2.12
Resource Adjustment			\$10.01
Subtotal			\$173.08
City Fees		5.25%	\$9.09
Transit Improvement Tax		1.25%	\$2.27
Other Special District		0.25%	\$0.45
City Tax		0.50%	\$0.91
County Tax		0.15%	\$0.27
State Tax		6.875%	\$12.52
Total			\$198.59

INFORMATION ABOUT YOUR BILL

The cost of electricity is comprised of three main parts: generation, transmission and distribution. For average residential customers, each component's share of the total cost is: 49% generation, 12% transmission and 39% distribution.



UPDATED SAVER'S SWITCH SAVINGS

Starting in 2024, Saver's Switch participants can receive a monthly credit from June to September and a monthly credit year-round if enrolling an electric water heater.

For more information go to xcelenergy.com/SaversSwitch or call 800-895-4999.



DO YOU HAVE MEDICAL EQUIPMENT INSIDE YOUR HOME?

At Xcel Energy, we take your safety seriously, so we offer medical protection plans to qualifying customers with medical equipment inside their homes! If you have medical equipment and want more information on the protection plans offered, please visit our website at xcelenergy.com/EnergyAssistance and click **Medical Affordability Program**.

In addition to account protections, Xcel Energy offers energy affordability programs to those with medical equipment who are income qualified! To learn more, visit our website xcelenergy.com/EnergyAssistance or call our Personal Accounts department at 866-975-7327.



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THE SUN IS VERY HOT.

And you can use it to add a little bit of extra warmth by opening the blinds on sunny days. Or close them to help cool things off.

To find more ways to save energy, visit xcelenergy.com/EnergySavingTips.



APPLY THE 10 FOOT RULE.

Power lines are just what they sound like — powerful. When you're cleaning out gutters, stay safe by keeping yourself, ladder and tools at least 10 feet from overhead power lines.



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.
TTD/TTY	800.895.4949	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 4176
CAROL STREAM, IL 60197-4176
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.

Windsor[®]

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.

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 *Learn more at xcelenergy.com/payment*

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.
- **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.

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

- **Credit/Debit Card Payment** — Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833.660.1365. A processing fee is charged for each credit/debit card payment.
- **Pay Stations** — Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.

Learn more at xcelenergy.com/MyAccount



NEED HELP PAYING ENERGY BILLS OR WEATHERIZING YOUR HOME?



Si ocupa ayuda pagando su factura ay recursos que pueden ayudar. Contacte al número de teléfono listado por condado de Minnesota Energy Assistance Program.

Energy Assistance Program.

If you need help paying your energy bills, there are resources that can help. Contact the Minnesota Energy Assistance Program telephone number listed by your county.

- Minnesota State Energy Assistance office: **800-657-3710** or <https://mn.gov/commerce/energy/consumer-assistance/energy-assistance-program/> (energy consumers, consumer assistance, energy assistance, find your provider) may provide additional local assistance. Online applications become available Oct 1, 2024.

County	Energy assistance agency and weatherization	Emergency assistance
Anoka	ACCAP: 763-783-4712	763-422-7200
Benton	TRICAP: 320-251-1612* ext. 2 or 888-765-5597*	320-968-5087
Blue Earth	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139* ext. 2433	507-304-4335
Brown	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139* ext. 2433 (Mankato)	800-450-8246 or 507-354-8246
Carver	Scott-Carver-Dakota Community Action Agency: 651-322-3500*	952-361-1600
Cass	Bi-County Community Action Program: 800-332-7135 (Bemidji), 218-547-3438	218-547-1340
Chippewa	Prairie Five Community Action Council: 320-269-6578 or 800-292-5437	320-269-6401 or 877-450-6401
Chisago	Lakes & Pines CAP: 320-679-1800* or 800-832-6082	General Information: 651-213-5600
Clay	West Central Minnesota Community Action Inc.: 218-685-4486* or 800-492-4805	Families: 218-291-5770 Adults only: 218-291-5777 or 800-757-3880
Crow Wing	Lutheran Social Services: 218-829-5000* or 800-829-5902*	218-824-1250 or 888-772-8212
Dakota	Scott-Carver-Dakota Community Action Agency: 651-322-3500*	651-554-5611
Dodge	SEMCAC, Inc.: 507-864-7515 or 800-944-3281*	Adults only: 507-923-2945 Families with minor children: 507-923-2930
Douglas	West Central Minnesota Community Action Inc.: 218-685-4486* or 800-492-4805	320-762-2302 or 844-204-0012
Faribault	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139* ext. 2433	Faribault Center: 507-526-3265
Freeborn	SEMCAC, Inc.: 800-944-3281* or 507-864-7515	507-377-5400
Goodhue	Three Rivers Comm. Action Inc.: 507-316-0610* or 800-277-8418	651-385-3200
Hennepin	Community Action Partnership of Hennepin County: 952-930-3541* Weatherization for residents of MPLS only: Sustainable Resource Center: 612-870-4255	612-596-1300 or 844-803-8466
Houston	SEMCAC, Inc.: 507-864-7515 or 800-944-3281*	507-725-5811
Isanti	Lakes & Pines CAP: 320-679-1800* or 800-832-6082	763-689-1711
Kandiyohi	United Community Action Partnership: 320-235-0850* or 800-992-1710	320-231-7800 or 877-464-7800
Lac Qui Parle	Prairie Five Community Action Council: 320-598-3027 or 800-292-5437	320-598-7594
Le Sueur	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139* ext. 2433	507-357-8288
Lincoln	United Community Action Partnership: 507-537-1416* or 800-658-2448	507-694-1452
Lyon	United Community Action Partnership: 507-537-1416* or 800-658-2448	507-537-6747
McLeod	United Community Action Partnership: 320-235-0850* or 800-992-1710	320-864-3144
Meeker	United Community Action Partnership: 320-235-0850* or 800-992-1710	320-693-5300
Morrison	TRICAP: 320-251-1612 or 888-765-5597*	320-632-2951
Mower	SEMCAC, Inc.: 507-864-7515 or 800-944-3281*	507-437-9701
Murray	SW MN Opportunity Council: 507-376-4195 or 800-658-2444	507-836-6144

The list is current as of August 2024.

*Indicates that the weatherization assistance number is the same as the energy assistance number.



County	Energy assistance agency and weatherization	Emergency assistance
Nicollet	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139 ext. 2433	507-934-8559
Norman	Tri-Valley Opportunity Council: 218-281-9080 or 866-264-3729	218-784-5400
Olmsted	Three Rivers Community Action: 507-316-0610 or 800-277-8418	507-328-6500
Pipestone	SW MN Opportunity Council: 507-376-4195* or 800-658-2444	507-825-6720
Polk East	Inter-County Community Council: 218-796-5144 ext. 4 or 888-778-4008 ext. 4	218-281-3127
Polk West	Tri-Valley Opportunity Council: 218-281-9080 ext. 4 or 866-264-3729*	218-281-3127
Pope	West Central Minnesota Community Action Inc.: 218-685-4486* or 800-492-4805	320-634-7755
Ramsey	Community Action Partnership of Ramsey & Washington County: 651-645-6470*	651-266-4444
Redwood	United Community Action Partnership: 507-537-1416 or 800-658-2448	507-637-4050
Renville	United Community Action Partnership: 320-235-0850 or 800-992-1710	320-235-0850 or 800-992-1710
Rice	Three Rivers Community Action Inc.: 507-316-0610 or 800-277-8418	507-332-6115
Rock	SW MN Opportunity Council: 507-376-4195* or 800-658-2444*	888-837-6713
Scott	Scott-Carver-Dakota Community Action Agency: 651-322-3500*	For families: 952-496-8686 For singles: 952-445-7751 Toll-free: 877-445-7750
Sherburne	TRICAP: 320-251-1612* or 888-765-5597*	763-765-4000 or 800-433-5239
Sibley	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139 ext. 2433	507-237-4000
Stearns	TRICAP: 320-251-1612 ext. 2* or 888-765-5597 *	320-656-6000 or 866-396-9963
Steele	SEMCAC, Inc.: 507-864-7515 or 800-944-3281*	Adults without minor children: 507-431-5680 Families with minor children: 507-431-5650
Todd	Todd County Social Services 320-732-4516	320-732-4500 or 888-838-4066
Wabasha	Three Rivers Community Action Program: 507-316-0610 or 800-277-8418*	651-565-3351 or 888-315-8815
Waseca	Minnesota Valley Action Council: 507-345-6822 or 800-767-7139 ext. 2433	Adults only: 507-837-6650 Families with minor children: 507-837-6630
Washington	Community Action Partnership of Ramsey & Washington Counties: 651-645-6470*	651-430-6459
Watonwan	Minnesota Valley Action Council / Mankato: 507-345-6822 or 800-767-7139 ext. 2433	507-375-3294
Wilkin	West Central Minnesota Community Action: 218-685-4486* or 800-492-4805	218-643-7161
Winona	SEMCAC, Inc.: 507-452-8396 or 800-944-3281*	507-457-6200 or 844-317-8960
Wright	Wright County Community Action: 320-963-6500 (Clients may call this number collect.)	763-682-7414
Yellow Medicine	Prairie Five Community Action Council: 507-223-5471 or 800-292-5437*	320-564-2211

The list is current as of August 2024.

* Indicates that the weatherization assistance number is the same as the energy assistance number.

ELECTRICITY DISCOUNT

You will receive a low-income electric rate discount if you receive energy assistance, are 62 years of age or are disabled, even if most of your heating energy comes from another energy company. Eligible households receive a \$15 discount per participant for each billing period.

XCEL ENERGY CUSTOMER CARE: 800-895-4999
TTY/TDD: 800-895-4949

If you are having trouble paying your energy bill, don't delay — please call us. We will help you set up a payment plan or refer you to an agency that may assist you.

If you have any questions or need more information on the Minnesota Cold Weather Rule, please contact:

MINNESOTA PUBLIC UTILITIES COMMISSION

Consumer Affairs Office (Cold Weather Rule)

121 7th Place East, Suite 350

St. Paul, MN 55101-2147

Phone: 651-296-0406

Toll-free: 800-657-3782

Fax: 651-297-7073

Hours: 8 a.m. to 4:30 p.m.

Email: consumer.puc@state.mn.us

Web: mn.gov/puc



SPECIAL HELP FOR PAYING WINTER ENERGY BILLS



Your rights under the Minnesota Cold Weather Rule (2024–2025)

Si está teniendo problemas pagando sus facturas de calefacción de invierno, comuníquese con su proveedor de electricidad o gas natural para inscribirse en el Cold Weather Rule Program **800-895-4995**.

MINNESOTA'S COLD WEATHER RULE

Minnesota winters present challenges. For residential households, winter heating bills may be one of those challenges. The state of Minnesota's Cold Weather Rule (CWR) protects and reconnects the heat source for residential customers who are unable to pay their bill in full during the Cold Weather Rule season (October 1 through April 30).

This insert contains helpful information about the Minnesota Cold Weather Rule season and explains how you qualify for the program.

2024–2025 Maximum Energy Assistance Program (EAP) income guidelines based on 50% State Median Income (SMI).

Household size	Annual	1 month max. guidelines
1	\$35,799	\$2,983
2	\$46,814	\$3,901
3	\$57,829	\$4,819
4	\$68,845	\$5,737
5	\$79,860	\$6,655

*For more information about Household size income guidelines, or to find your EAP provider call 800-657-3710 or go to mn.gov/commerce then Consumers>Consumer Assistance>Energy Assistance>find your provider.

CWR PROTECTION MEANS:

- You are eligible for CWR protection even if you rent. The electricity or gas must be the primary heat sources and the utility account must be in your name.
- You and your utility must agree to a payment plan that is reasonable for your household. You can set up a CWR payment plan anytime during the CWR season.

You have the right to a reasonable payment plan during CWR season from October 1 through April 30. You and Xcel Energy must agree on a payment plan. Please contact Xcel Energy at **800-895-4999** to discuss payment plan options and your right to appeal to the Minnesota Public Utilities Commission (MN PUC). If agreement on a payment plan can't be reached, request an appeal form from Xcel Energy and contact the MN PUC at **651-539-1500** or email consumer.puc@state.mn.us. Appeals must be received by the MN PUC within 10 days of the date on the Appeal Form.

PAYMENT PLAN CONDITIONS

- You must make payments as agreed. If you are unable to make payments as agreed, contact Xcel Energy to request a change to the CWR payment plan. Do not just stop making payments, or you may be disconnected.
- Your CWR payment plan ends on April 30, unless you and Xcel Energy agree to a different end date. If you still owe a balance after April 15, contact Xcel Energy to talk about options for payment.
- When a payment plan has been approved, Xcel Energy will continue to provide your household with service and will continue to do so as long as you are on time with your payments.

RECONNECTION OPTIONS

If your service has already been disconnected, you have options for reconnection. Contact Xcel Energy immediately at **800-895-4999**.

If your household income is:

- At or below 50% of the state median income, under CWR call to discuss a reasonable pay arrangement option. Please contact Xcel Energy at **800-895-4999** for available options.
- More than 50% of the state median income, you may make a payment plan with the utility.



REQUEST FOR THIRD-PARTY NOTIFICATION OF PROPOSED SHUT-OFF

You may choose a third-party person who can help you with notices and account information from Xcel Energy. Third-party representatives are not responsible for the bill, but they can help to make sure you are not disconnected.

Name _____

Address _____

Phone (____) _____

City _____ State _____ ZIP _____

Account number from bill _____

Xcel Energy has my permission to share information with the person named below.

Signature _____

Date _____

Name of third party to be notified

Name _____

Address _____

Phone (____) _____

City _____ State _____ ZIP _____

Third party signature _____

Date _____

(This request will not be accepted without third party's signature.) We will make every effort to send a copy of the shut-off notice to this party. The customer making the request understands that we are not liable should the third party fail to receive or act upon the notice.

For your convenience, complete this form and return it with your energy bill. Or send it to: **Attn PAR Dept. Xcel Energy, P.O. Box 8, Eau Claire, WI 54702**



