



SERVICE ADDRESS		ACCOUNT NUMBER	DUE DATE
DOUGLAS S MONSON 19 4TH AVE SE NEW LONDON, MN 56273-9558		51-6178243-4	10/03/2025
STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE	
943455717	09/08/2025	<b>\$352.20</b>	

**Your Account is Overdue - Please Pay Immediately**

**YOUR MONTHLY ELECTRICITY USAGE**



DAILY AVERAGES	Last Year	This Year
Temperature	69° F	68° F
Electricity kWh	35.8	38.0
Electricity Cost	\$1.83	\$3.44

**YOUR MONTHLY NATURAL GAS USAGE**



DAILY AVERAGES	Last Year	This Year
Temperature	68° F	66° F
Gas Therms	0.0	0.0
Gas Cost	\$0.39	\$0.30

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

Electricity Service	08/05/25 - 09/04/25	1139 kWh	\$230.25
Natural Gas Service	08/06/25 - 09/07/25	0 therms	\$9.72
Other Recurring Charges			-\$127.04 <b>CR</b>
Non-Recurring Charges / Credits			\$3.54
<b>Current Charges</b>			<b>\$116.47</b>

**ACCOUNT BALANCE** (Balance de su cuenta)

Previous Balance	As of 08/05	\$235.73
No Payments Received		\$0.00
Balance Forward		<b>\$235.73</b>
Current Charges		\$116.47
<b>Amount Due</b> (Cantidad a pagar)		<b>\$352.20</b>

**INFORMATION ABOUT YOUR BILL**

Different fuel sources are used to generate electricity and they produce different air emissions. For updated environmental information for 2024, go to: [xcelenergy.com/MNEnvironmentalDisclosure](http://xcelenergy.com/MNEnvironmentalDisclosure). If you don't have internet access, please contact us at 800.895.4999 and we can provide you with this information.

**QUESTIONS ABOUT YOUR BILL?**

See our website: [xcelenergy.com](http://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

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.



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
51-6178243-4	10/03/2025	<b>\$352.20</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

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 -----



DOUGLAS MONSON  
 KIM MONSON  
 PO BOX 522  
 NEW LONDON MN 56273-0522



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

31 51100325 61782434 0000001164700000035220

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SERVICE ADDRESS		ACCOUNT NUMBER		DUE DATE
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SERVICE ADDRESS: 19 4TH AVE SE NEW LONDON, MN 56273-9558  
NEXT READ DATE: 10/08/25

### ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 303497408  
INVOICE NUMBER: 1213013473

### METER READING INFORMATION

METER 360530897			Read Dates: 08/05/25 - 09/04/25 (30 Days)
DESCRIPTION	USAGE TYPE	USAGE	
Total Energy	Actual	1139 kWh	

### ELECTRICITY CHARGES

### RATE: Residential Service

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Basic Service Chg			\$6.00
Energy Charge Summer	1139 kWh	\$0.130690	\$148.86
Fuel Cost Charge	1139 kWh	\$0.025742	\$29.32
Sales True Up	1139 kWh	\$0.005700	\$6.49
Affordability Chrg			\$2.12
Resource Adjustment			\$9.60
Interim Rate Adj			\$11.06

### Subtotal

**\$213.45**

Transit Improvement Tax	0.50%	\$1.06
City Tax	0.50%	\$1.06
State Tax	6.875%	\$14.68

### Total

**\$230.25**

SERVICE ADDRESS: 19 4TH AVE SE NEW LONDON, MN 56273-9558  
NEXT READ DATE: 10/08/25

### NATURAL GAS SERVICE DETAILS

PREMISES NUMBER: 303497408  
INVOICE NUMBER: 0567530952

### METER READING INFORMATION

METER 629398				Read Dates: 08/06/25 - 09/07/25 (32 Days)
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE	
Total Energy	1591 Actual	1591 Actual	0 ccf	



## 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](http://xcelenergy.com).



## STAY SAFE. CALL 811 BEFORE YOU DIG.

Whether it's a major project or just some gardening, be sure to call 811 before any digging. It's smart. It's easy. And it helps keep everyone safe.

For more information visit [xcelenergy.com/Safety](http://xcelenergy.com/Safety).





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**ENERGY SAVING TIP.**

Stay comfortable all year long by adjusting your ceiling fan seasonally. Set yours to run counterclockwise in summer to circulate cooler air.

To find more ways to save energy, visit [xcelenergy.com/EnergySavingTips](http://xcelenergy.com/EnergySavingTips).

**NATURAL GAS ADJUSTMENTS**

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Pressure Correction Adjustm	0	ccf	x 1.100000	0	ccf
Heat Content Adjustment	0	ccf	x 1.082700	0	therms

**NATURAL GAS CHARGES**

**RATE: Residential Firm Service**

DESCRIPTION	USAGE	UNITS	RATE	CHARGE
Basic Service Chg				\$9.00
Distribution Chg	0	therms	\$0.380239	\$0.00
Cost Of Gas	0	therms	\$0.369740	\$0.00
Gas Affordability	0	therms	\$0.008750	\$0.00
Pricing Event Surcharge	0	therms	\$0.042190	\$0.00
Decoupling Adj	0	therms	\$0.050691	\$0.00
Resource Adjustment				\$0.00
<b>Subtotal</b>				<b>\$9.00</b>
Transit Improvement Tax			0.50%	\$0.05
City Tax			0.50%	\$0.05
State Tax			6.875%	\$0.62
<b>Total</b>				<b>\$9.72</b>

**OTHER RECURRING CHARGES DETAILS**

DESCRIPTION	CHARGE
Solar* Rewards Community Solar Production Credit	
Solar Production Period	July 2025
SRC086827 Production Credit	1121.25 kWh x -0.113300
<b>Total</b>	<b>- \$127.04 CR</b>

**NON-RECURRING CHARGES / CREDITS DETAILS**

DESCRIPTION	CHARGE
Late Charge Assessed	\$3.54
<b>Total</b>	<b>\$3.54</b>



**YOU MAY QUALIFY FOR MEDICAL PROTECTIONS**

At Xcel Energy, we take your safety seriously, so we offer medical protection plans to qualifying customers. If you have a medical condition and want information on our protection plans, please visit our website at [xcelenergy.com/EnergyAssistance](http://xcelenergy.com/EnergyAssistance) and click **Medical Affordability Program**. If you experience or become more vulnerable to medical implications during conditions with poor air quality, you may also qualify for medical protection plans.

In addition to account protections, Xcel Energy offers energy affordability programs to those with medical conditions. To learn more, visit our website [xcelenergy.com/EnergyAssistance](http://xcelenergy.com/EnergyAssistance) or call Personal Accounts at **866-975-7327**.

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09/08/2025

51-6178243-4

## 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 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.

### 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.

### Natural Gas Innovation Act Costs

Minnesota law allows Xcel Energy to recover approved costs for pilot programs and technologies aimed at reducing natural gas emissions and helping meet the state's clean energy goals.

### 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](http://xcelenergy.com)

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.

### 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](http://xcelenergy.com) or the **Xcel Energy mobile app**.



## 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, 2025.

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	218-299-5200
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*	320-632-0221
Mower	SEMCAC, Inc.: 507-864-7515 or 800-944-3281*	507-437-9494
Murray	SW MN Opportunity Council: 507-376-4195 or 800-658-2444	1-888-837-6713
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

The list is current as of July 2025.

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



County	Energy assistance agency and weatherization	Emergency assistance
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	1-888-837-6173
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*	1-833-956-0693
Redwood	United Community Action Partnership: 507-537-1416 or 800-658-2448	1-888-837-6713
Renville	United Community Action Partnership: 320-235-0850 or 800-992-1710	320-235-0850 or 1-800-992-1710
Rice	Three Rivers Community Action Inc.: 507-316-0610 or 800-277-8418	Northfield: 507-645-4723 Lonsdale: 507-744-5185
Rock	SW MN Opportunity Council: 507-376-4195* or 800-658-2444*	1-888-837-6713
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 *	320-650-5839 or 1-800-450-3663
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 or Toll Free 1-844-711-1907
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*	504-457-6500
Wright	Wright County Community Action: 320-963-6500 (Clients may call this number collect.)	763-682-7414 or toll free 1-800-362-3667
Yellow Medicine	Prairie Five Community Action Council: 507-223-5471 or 800-292-5437*	320-564-2211

The list is current as of July 2025.

\*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: 711**

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

Email: [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

Web: [mn.gov/puc](http://mn.gov/puc)



# 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](http://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](http://www.npms.phmsa.dot.gov).

Visit [xcelenergy.com/Safety](http://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](http://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**.



# SPECIAL HELP FOR PAYING WINTER ENERGY BILLS

Your rights under the Minnesota Cold Weather Rule (2025–2026)

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.

**2025–2026 Maximum Energy Assistance Program (EAP) income guidelines based on 50% State Median Income (SMI) for household sizes 1–18 and 110% of Federal Poverty Guidelines for household sizes 19–20.**

Household size	Annual income	1-month max. guidelines
1	\$37,439	\$3,119
2	\$48,959	\$4,079
3	\$60,479	\$5,039
4	\$71,999	\$5,999
5	\$83,518	\$6,959
6	\$95,038	\$7,919
7	\$97,198	\$8,099
8	\$99,358	\$8,279
9	\$101,518	\$8,459
10	\$103,678	\$8,639
11	\$105,838	\$8,819
12	\$107,998	\$8,999
13	\$110,158	\$9,179
14	\$112,318	\$9,359
15	\$114,478	\$9,539
16	\$116,638	\$9,719
17	\$118,798	\$9,899
18	\$120,958	\$10,079
19	\$126,116	\$10,509
20	\$132,165	\$11,013

\*For more information about Household size income guidelines, or to find your EAP provider call **800-657-3710** or go to [mn.gov/commerce](http://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](mailto: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**.



## 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 _____	Name of third party to be notified _____
Address _____	Name _____
Phone (_____) _____	Address _____
City _____ State _____ ZIP _____	Phone (_____) _____
Account number from bill _____	City _____ State _____ ZIP _____
Xcel Energy has my permission to share information with the person named below.	Third party signature _____
Signature _____	_____
Date _____	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:

**Xcel Energy, Attn. PAR Dept.  
W11051-01-PAR  
1414 West Hamilton Ave  
Eau Claire WI 54702**



