



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE	
STEPHANIE A HOPPER 1552 ROSLYN ST DENVER, CO 80220-1935	53-1942959-5	09/26/2025	
	STATEMENT NUMBER	STATEMENT DATE	CREDIT AMOUNT
	943415623	09/08/2025	-\$103.48 CR

YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	73° F	73° F
Electricity kWh	26.3	23.4
Electricity Cost	-\$0.51	\$1.46

YOUR MONTHLY NATURAL GAS USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	73° F	72° F
Gas Therms	0.2	0.2
Gas Cost	\$0.58	\$0.63

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

Electricity Service	08/06/25 - 09/07/25	748 kWh	\$133.49
Natural Gas Service	08/08/25 - 09/08/25	6 therms	\$19.60
Other Recurring Charges			-\$86.91 CR
Current Charges			\$66.18

ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance	As of 08/06	\$169.66
Payment Received	Electronic 08/27	-\$169.66 CR
	Online Payment 08/26	-\$169.66 CR
Balance Forward		-\$169.66 CR
Current Charges		\$66.18
Amount Due (Cantidad a pagar)		-\$103.48 CR

INFORMATION ABOUT YOUR BILL

Now that you have a new electric meter, your monthly bill will look different than it has in the past and will show your electric use during different segments of the day. You can also sign up at xcelenergy.com/MyAccount to see your billing history and other helpful information.

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



Thank you for your payment.

No amount due at this time.

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



Please help our neighbors in need by donating to Energy Outreach Colorado. Please mark your donation amount on the back of this payment stub and CHECK THE RED BOX under your address below.

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



STEPHANIE A HOPPER
1552 ROSLYN ST
DENVER CO 80220-1935

ACCOUNT NUMBER	DUE DATE	CREDIT AMOUNT	AMOUNT ENCLOSED
53-1942959-5	09/26/2025	-\$103.48 CR	Credit Do Not Pay

No payment is due this month.

SEPTEMBER						
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				



XCEL ENERGY
P.O. BOX 660553
DALLAS TX 75266-0553



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--- no inserts ---



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SERVICE ADDRESS: 1552 ROSLYN ST DENVER, CO 80220-1935
 NEXT READ DATE: 10/09/25

ELECTRICITY SERVICE DETAILS (See back of your bill for explanation of billing terms)

PREMISES NUMBER: 301029603
 INVOICE NUMBER: 1212957224

METER READING INFORMATION			
METER 341789581		Read Dates: 08/06/25 - 09/07/25 (32 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Mid Pk Energy	44 Actual	0 Actual	44 kWh
On-Peak Energy	94 Actual	0 Actual	94 kWh
Off-Peak Energy	610 Actual	0 Actual	610 kWh
Total Energy	748 Actual	0 Actual	748 kWh

ELECTRICITY CHARGES RATE: RETOU Res Energy TOU

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service & Facility			\$7.10
RETOU On-Peak	94 kWh	\$0.209150	\$19.66
RETOU Mid Pk/Shoulder	44 kWh	\$0.143320	\$6.31
RETOU Off-Peak	610 kWh	\$0.077490	\$47.27
RDA	610 kWh	-\$0.001880	-\$1.15 CR
Trans Cost Adj	73.24	8.30%	\$6.07
ECA Q3	73.24	30.60%	\$22.41
Demand Side Mgmt	73.24	10.06%	\$7.37
PurchCapCostAdj	73.24	3.62%	\$2.65
Trans Elec Plan	73.24	1.29%	\$0.94
Renew. Energy Std Adj			\$1.19
Colo Energy Plan Adj			\$1.19
Clean Energy Plan Rev			\$1.49
Energy Assistance Chg			\$0.81
Subtotal			\$123.31
Franchise Fee		3.00%	\$3.68
Sales Tax			\$6.50
Total			\$133.49



BE PREPARED FOR SEVERE WEATHER.

While storms are unpredictable, you can take a few easy steps to make sure you stay updated if an outage occurs. Find our outage checklist and bookmark our electric outage map or download our mobile app for outage updates.

For more tips about what to do in an outage or how to prepare visit xcelenergy.com/Outage.



TOGETHER WE POWER STABILITY.

Energy Outreach Colorado is a nonprofit partnering with Xcel Energy to provide energy bill payment assistance and energy-efficiency upgrades for affordable housing and nonprofit facilities. We need your help today! There are three ways to contribute:



1. Visit the Energy Outreach Colorado website at www.energyoutreach.org to make a one-time donation.
2. **CHECK THE RED BOX** on the front-left side of this payment stub AND select a tax-deductible contribution below.
MONTHLY DONATION:
\$20 _____ **\$10** _____ **\$5** _____ **Other** _____
3. Make a one-time, tax-deductible contribution of \$ _____
 Enclose this form with your Xcel Energy payment. Or, mail to:
ATTN PAR Dept., PO BOX 8, EAU CLAIRE, WI 54702-0008
 (Please make your check payable to Energy Outreach Colorado.)

Customers that choose to donate will have account information securely shared with Energy Outreach Colorado for tax purposes only.





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SERVICE ADDRESS: 1552 ROSLYN ST DENVER, CO 80220-1935
 NEXT READ DATE: 10/09/25

NATURAL GAS SERVICE DETAILS (See back of your bill for explanation of billing terms)

PREMISES NUMBER: 301029603
 INVOICE NUMBER: 0567506465

METER READING INFORMATION			
METER R469049	Read Dates: 08/08/25 - 09/08/25 (31 Days)		
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	1168 Actual	1161 Actual	7 ccf

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE UNITS	CONVERSION	VALUE UNITS
Therm Multiplier	7 ccf	x 0.861842	6 therms

NATURAL GAS CHARGES RATE: RG Residential

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service & Facility			\$11.00
Usage Charge	6 therms	\$0.317170	\$1.90
Interstate Pipeline	6 therms	\$0.057400	\$0.34
Natural Gas Q3	6 therms	\$0.369600	\$2.22
Demand Side Mgmt			\$1.45
GRSA			\$0.44
Energy Assistance Chg			\$0.81
Subtotal			\$18.16
Franchise Fee		3.00%	\$0.52
Sales Tax			\$0.92
Total			\$19.60

OTHER RECURRING CHARGES DETAILS

DESCRIPTION	CHARGE
Solar* Rewards Community Solar Production Credit	
Solar Production Period	July 2025
SRC074897 Production Credit	1018.17 kWh x -0.085360
Total	-\$86.91 CR



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.



ENROLL IN AUTO PAY

NO LATE FEES, NO WORRIES.

With Auto Pay, payments post to your Xcel Energy account on the due date.

Automated Bank Payments appear on your billing statement to ensure your enrollment is in effect.

To enroll in Auto Pay online, visit xcelenergy.com/AutoPay, or scan the QR code to visit our Auto Pay enrollment page. For more information call **800-895-4999**.



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09/08/2025

53-1942959-5

IMPORTANT PHONE NUMBERS (Available 24 hours, 7 days a week)Electric Emergencies: **800-895-1999** Natural Gas Emergencies: **800-895-2999** Call Before You Dig: **811** Telecommunications Relay Service (TRS): **711****CONVENIENT WAYS TO PAY YOUR BILL****Standard Payment Options** (no fees apply):

- **My Account:** View and pay your bill using our mobile app, see your energy use and access your account information.
- **Auto Pay:** Automatically pay your bill directly from your bank account.
- **Pay by Phone:** Make your payment from your checking or savings account with a phone call to **800-895-4999**.

- **Pay by Mail:** Return the enclosed pre-addressed envelope to **Xcel Energy, PO Box 660553, Dallas, TX 75266-0553**. Include the attached bill stub for faster processing along with your payment. Apply proper postage.

Electronic Check Conversion: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Other Payment Options

Third-Party processing fees will apply. Xcel Energy does not collect or benefit from these fees:

- **Credit/Debit Card Payment:** To pay with your card, use **My Account** or call **833-660-1365**.
- **Pay Stations:** Visit xcelenergy.com to find an in-person location near you.

GLOSSARY

Clean Energy Plan Revenue (Clean Energy Plan Rev): funds costs associated with adding new power generation under the 2021 Clean Energy Plan as we deliver more reliable, affordable, low-cost clean energy options.

Colorado Energy Plan Adjustment (Colo Energy Plan Adj): funds voluntary early retirement for Xcel Energy's coal-fired power plants as part of our plan to cut carbon emissions by 2030 and provide net-zero energy by 2050.

Demand Charge: recovers costs to produce and deliver power to you, including the costs of poles and wires, transmission and distribution facilities in the power grid.

Demand Peak Day Quantity (Demand PDQ): applies to large commercial and industrial customers only. It's a measurement of their highest daily use of electricity during a monthly billing cycle.

Demand-Side Management Cost Adjustment (Demand Side Mgmt): recovers costs of energy efficiency and conservation programs that encourage customers to reduce their energy use. If you receive electricity and natural gas from us, you will see two charges.

Energy Assistance Charge: Required by House Bill 21-1105, we collect and remit this monthly charge to Energy Outreach Colorado for bill assistance for income-qualified customers. If you receive electricity and natural gas from us, you will see two charges. If you're struggling to pay your utility bills, you might qualify for exemption from a monthly charge related to energy assistance and be eligible for utility bill payment assistance. Please call 1-866-HEAT-HELP to see if you qualify. You may request to opt out of this charge by calling 800-895-4999.

Si tiene dificultades para pagar sus facturas de energía, es posible que reúna los requisitos para recibir asistencia para pagar sus facturas y que sea elegible para la exención del cargo por asistencia energética. Llame al 1-866-HEAT-HELP (1-866-432-8435) para ver si califica para recibir asistencia.

Electric Commodity Adjustment (ECA): recovers the cost of fuel used to generate the electricity you use. We pass on the wholesale cost to customers without a markup. Costs are adjusted on a quarterly basis to reflect market conditions.

Energy Charge: the variable costs of producing energy not collected through quarterly commodity adjustments.

Franchise Fee: pays cities and counties for the right to use public streets to provide utility services. We collect this as a surcharge that is passed to your city and county.

Gas Cost Adjustment (Gas Cost Adj or Natural Gas): recovers the cost of natural gas purchased and delivered to you, including natural gas fuel, upstream transportation and storage services. We pass on the wholesale cost to customers without a markup. Costs are adjusted on a quarterly basis to reflect market conditions.

General Rates: your base rate charge, which includes the Service and Facility Charge, metering charges, a Demand Charge (if applicable), plus either an Energy Charge for electric service or the Usage Charge for gas service, as applicable.

General Rate Schedule Adjustments (GRSA): a percentage amount of your bill calculated for base rate charges, excluding the Service and Facility Charge for gas customers, the Energy or Usage Charge and the Demand or Capacity Charge. The adjustment can be positive or negative and is applied to your electric and/or natural gas bill.

Interstate Pipeline: reflects Xcel Energy's payments to interstate pipelines and storage facility operators to deliver natural gas into Xcel Energy's gas system. The Federal Energy Regulatory Commission regulates these upstream services and the rates charged to Xcel Energy.

Kilowatt Hour (kWh): measures the amount of electricity you use.

Late Payment Charge: We assess a late payment charge on any unpaid balance exceeding \$50.00. For residential customers, a late payment charge of 1% per month is applied. For commercial customers, a 1.5% late payment charge will be assessed.

Load Meter Charge: a flat monthly charge for those with customer-owned generation in parallel with Xcel Energy's system. This fee is for the cost of the meter needed for these accounts.

Natural Gas: reflects our cost to purchase natural gas fuel at market prices as approved by the Colorado Public Utilities Commission.

Production Meter Charge: a flat monthly charge for customers who have on-site power generation, like rooftop solar, and are connected to Xcel Energy's system. This fee is for the cost of the meter needed for these accounts.

Purchased Capacity Cost Adjustment (Purchased Cap Cost Adj): the cost to purchase electric generation from other suppliers.

Renewable Energy Standard Adjustment (Renew Energy Std Adj): a base rate charge which represents 1% of an electric bill and funds renewable energy programs as required by Colorado law under which utilities must generate or purchase increasing portions of their electricity from sun, wind or biomass.

Revenue Decoupling Adjustment: supports a program designed to encourage conservation without penalizing the energy provider for the reduction of electricity use. Adjusted quarterly, customers will either see a bill credit or a surcharge not to exceed 3% of your overall bill.

Service & Facility Charge: a flat monthly charge for the meter on your home, having the meter read, billing support and customer service needs.

Smart Meter Opt Out: Eligible customers may opt out of a standard smart meter and instead receive a non-communicating meter, which includes a monthly manual meter reading fee, as well as meter exchange fees at the start and end of service. To opt out of a smart meter, call **800-895-4999** or visit xcelenergy.com/SmartMeter.

Time-of-Use Rates: electricity use charges for customers on our time-differentiated pricing plan. Electricity pricing varies depending on when you use it. The On-Peak period is 3-7 p.m., weekdays except holidays; Mid-Peak is 1-3 p.m., weekdays except holidays; Off-Peak is all other hours.

Therm: measures your natural gas use. One therm is equal to 100 cubic feet of natural gas. A dekatherm is 10 therms.

Therm Multiplier: natural gas usage is measured in therms. This is the conversion from the volume of natural gas (cubic feet) to energy use (therms).

Transmission Cost Adjustment (Trans Cost Adj): recovers transmission investments for infrastructure to carry electricity from a power plant to your home and business that results in a net increase in transmission capacity or are part of an approved Wildfire Mitigation Plan. Also recovers distribution costs pursuant to Colorado Senate Bill 24-218.

Transportation Electrification Plan Adjustment (Trans Elec Plan): funds programs to help customers unlock the benefits of electric transportation.

Usage Charge: covers the costs for providing natural gas service, including moving natural gas through pipelines and storage to your home or business, that are not recovered through other charges.

Wildfire Mitigation Adjustment (WMA): recovers the costs of wildfire prevention work in our approved mitigation plan that are not recovered through other charges.

RESOURCES TO BETTER UNDERSTAND YOUR BILL

Find more information online about ways to pay and manage your bill, how to read your bill, energy assistance programs and more. Bills are even easier online. Go paperless. Download our Mobile App to manage your bill with ease and when you're on the go. Available now in the Apple Store and in Google Play.

Billing summary note: Depending on the date your bill was calculated, you may see a line item included twice, showing different quarterly adjustments.



YOUR PRIVACY IS IMPORTANT TO US— BECAUSE IT'S IMPORTANT TO YOU.

Information about Xcel Energy's privacy practices

We understand that privacy is important to you, and we respect your privacy concerns. This notice describes our privacy practices, including the choices you can make about how we use and share your information. We will notify you in the event we make any important changes to our privacy practices.

Types of information we collect

Xcel Energy collects information about customers, which often includes:

- Contact information.
- Demographic information.
- Details about your home and its energy-related equipment.
- Usernames, IDs and passwords for accounts that you may establish on our websites.
- Your payment history and details, such as bank account information and billing address.
- Other information from credit reporting agencies.
- Social Security Number (SSN).
- Energy usage data (including information collected from utility meters that measure how you use energy or via participation in our renewable energy, energy efficiency or conservation programs).

You may request to review the information we maintain about you in the ordinary course of business, and request to make changes, free of charge, via our My Account site, on our Privacy page or by contacting us as specified by the More Information section below.

The type of energy usage data collected from meters installed at your premise, and the frequency with which we collect and store that information, varies depending on the type of meter you have installed. Please visit xcelenergy.com/ReadingMeters for more information on our metering technology.

Customers can access and share their standard customer data reports at any time for free. Visit xcelenergy.com/MyAccount to view your billing information. You can see your energy use for no additional charge by clicking "Usage" at the upper right of your My Account page.

You or a third party (with your consent) may request a standard or non-standard batched customer data report that, at a minimum, will contain your customer number, premise number, service address, meter number, meter read date and total energy usage. We provide standard customer data reports no more frequently than monthly.

If you visit our websites or social media pages, we may collect additional information (such as IP address) by automated means. For more information on our Privacy Notice, please refer to xcelenergy.com/Privacy.

How we use the information we collect

The information we collect about you is used to provide regulated utility service in the ordinary course of business, to manage your account and for the billing process for Xcel Energy products and services. We also use it to communicate with you, respond to your questions, provide customer support, improve our service and product offerings, protect against fraud and comply with legal requirements. We may also supplement the information we have about you with additional data we obtain from third parties to perform analytics (such as market research and trend analysis), which are intended to make our communications and the products and services we offer to you more relevant.

Information disclosures

Xcel Energy recognizes your expectation of privacy for your personal information and energy usage data. While such information is in our possession, we will take all reasonable precautions to protect its privacy and security. We will not disclose this information to third parties except as described in our Privacy Notice, which is available at xcelenergy.com/Privacy. This means that we will only disclose your information in limited circumstances, such as when permitted or required by law or applicable regulations, where necessary to provide you with service or operate our business or with your explicit consent.

We may disclose aggregated or de-identified energy usage data to third parties as permitted or required by law or applicable regulations. Aggregated data reports will not contain customer identifying information.

You can choose to share certain information with third parties, including your energy usage data, if you authorize the disclosure and submit a specific consent form. Information on how to provide authorization and the required form is available at xcelenergy.com/Privacy. Before you give permission to pass your information on to a third party, you should consider how the third party wants to use the information they are asking for. With your customer information it may be possible to obtain insight into your activities and the way you use energy.

Declining a third-party request for the release of your information will not affect the provision of any service you receive from Xcel Energy. You may terminate or limit any consent you previously granted for access to, or disclosure of, your data to a third party at any time by contacting us at DataRequest@xcelenergy.com or **P.O. Box 8, Eau Claire, WI 54702**.

More information

If you would like more information regarding our privacy practices, have questions or comments about our Privacy Notice or would like to update information we have about you or your customer data preferences, please call us at **800-895-4999**.



SU PRIVACIDAD ES IMPORTANTE PARA NOSOTROS PORQUE ES IMPORTANTE PARA USTED.

Información sobre las prácticas de privacidad de Xcel Energy

Comprendemos que la privacidad es importante para usted y respetamos sus inquietudes sobre este tema. Este aviso describe nuestras prácticas de privacidad, incluidas las opciones que tiene a su disposición con respecto a cómo utilizamos y compartimos su información. Lo notificaremos en caso de que realicemos cambios significativos en nuestras prácticas de privacidad.

Tipos de información que recabamos

Xcel Energy recopila información sobre los clientes, que a menudo incluye:

- Información de contacto.
- Información demográfica.
- Detalles sobre su hogar y los equipos relacionados con electricidad con los que cuenta.
- Nombres de usuario, ID y contraseñas para cuentas que usted pueda crear en nuestros sitios web.
- Su historial y detalles de pagos, como información de la cuenta bancaria y dirección de facturación.
- Otra información de agencias de informes de crédito.
- Número de Seguro Social (Social Security Number, SSN).
- Datos de consumo de energía (incluida la información recopilada de medidores de servicios públicos que miden cómo utiliza la energía o a través de la participación en nuestros programas de energía renovable, eficiencia energética o conservación).

Puede solicitar revisar la información que mantenemos sobre usted en el curso ordinario de las actividades comerciales y solicitar que se realicen cambios, de forma gratuita, a través de nuestro sitio web Mi cuenta, en nuestra página de Privacidad o comunicándose con nosotros según se especifica en la sección Más información a continuación.

El tipo de datos de consumo de energía recopilados de los medidores instalados en sus instalaciones y la frecuencia con la que recopilamos y almacenamos esa información varían según el tipo de medidor que haya instalado. Visite [xcelenergy.com/ReadingMeters](https://www.xcelenergy.com/ReadingMeters) para obtener más información sobre nuestra tecnología de medición.

Los clientes pueden acceder a sus informes de datos estándar del cliente y compartirlos en cualquier momento de forma gratuita. Visite [xcelenergy.com/MyAccount](https://www.xcelenergy.com/MyAccount) para ver su información de facturación. Puede ver su consumo de energía sin cargo adicional haciendo clic en "Usage" (Consumo) en la parte superior derecha de la página My Account (Mi cuenta).

Usted o un tercero (con su consentimiento) pueden solicitar un informe agregado de datos del cliente, estándar o no estándar, que, como mínimo, contendrá su número de cliente, número de instalación, dirección de servicio, número de medidor, fecha de lectura del medidor y consumo total de energía. Proporcionamos informes de datos de clientes estándar, como máximo, con una frecuencia mensual.

Si visita nuestros sitios web o páginas de redes sociales, podemos recopilar información adicional (como la dirección IP) usando medios automatizados. Para obtener más información sobre nuestro Aviso de privacidad, consulte [xcelenergy.com/Privacy](https://www.xcelenergy.com/Privacy).

Cómo usamos la información que recabamos

La información que recopilamos sobre usted se utiliza para proporcionar servicios públicos regulados en el curso ordinario de las actividades comerciales, para gestionar su cuenta y para el proceso de facturación de los productos y servicios de Xcel Energy. También la utilizamos para comunicarnos con usted, responder a sus preguntas, proporcionar asistencia al cliente, mejorar nuestra oferta de servicios y productos, protegernos contra el fraude y cumplir con los requisitos legales. También podemos complementar la información que tenemos sobre usted con datos adicionales que obtenemos de terceros para realizar análisis (como estudios de mercado y análisis de tendencias), que están destinados a hacer que nuestras comunicaciones y los productos y servicios que ofrecemos sean más relevantes para usted.

Divulgaciones de información

Xcel Energy reconoce sus expectativas de privacidad respecto de su información personal y datos de consumo de energía. Mientras dicha información esté en nuestro poder, tomaremos todas las precauciones razonables para proteger su privacidad y seguridad. No divulgaremos esta información a terceros, excepto según se describe en nuestra Política de aviso, que está disponible en [xcelenergy.com/Privacy](https://www.xcelenergy.com/Privacy). Esto significa que solo divulgaremos su información en circunstancias limitadas, como cuando lo permita o exija la ley o las normativas aplicables, cuando sea necesario para proporcionarle un servicio u operar nuestro negocio o con su consentimiento explícito.

Podemos divulgar a terceros datos agregados o no identificables de consumo de energía, según lo permita o exija la ley o las normativas aplicables. Los informes de datos agregados no contendrán información de identificación del cliente.

Puede optar por compartir cierta información con terceros, incluidos sus datos de consumo de energía, si autoriza la divulgación y envía un formulario de consentimiento específico. La información sobre cómo proporcionar la autorización y el formulario requerido está disponible en [xcelenergy.com/Privacy](https://www.xcelenergy.com/Privacy). Antes de dar permiso para transmitir su información a un tercero, debe considerar cómo el tercero desea utilizar la información que solicita. Por medio de su información de cliente, es posible que se pueda obtener información sobre sus actividades y la forma en que utiliza la energía.

Rechazar una solicitud de un tercero de divulgación de su información no afectará a la prestación de ningún servicio que reciba de Xcel Energy. Puede revocar o limitar cualquier consentimiento que haya otorgado previamente para el acceso a sus datos o la divulgación de estos a un tercero en cualquier momento poniéndose en contacto con nosotros en DataRequest@xcelenergy.com o en **P.O. Box 8, Eau Claire, WI 54702**.

Para obtener más información

Si desea obtener más información sobre nuestras prácticas de privacidad, si tiene preguntas o comentarios sobre esta política de aviso, o desea actualizar la información que tenemos sobre usted o sus preferencias sobre datos del cliente, llámenos al **800-895-4999**.

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 raspar 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**.

