

IMPORTANT PHONE NUMBERS

Electric Emergencies: 1-800-895-1999 24 hr
 Natural Gas Emergencies: 1-800-895-2999 24 hr
 Residential Customer Service*: 1-800-895-4999 24 hr
 Business: 1-800-481-4700 8 a.m. - 5 p.m., Mon.-Fri.
 TTD/TTY: 1-800-895-4949 24 hr
 Call Before You Dig: 811 24 hr

IMPORTANT ADDRESSES

General Inquiries*
 Xcel Energy
 PO Box 8
 Minneapolis, MN 55484-0008
 xcelenergy.com

Payments

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

*Register any inquiry or complaint at the above.

GOVERNING REGULATORY AGENCIES

Minnesota – The Minnesota Public Utilities Commission regulates this utility and is available for mediation. MPUC: 121 7th Place E., Suite 350, St. Paul, MN 55101 – 1-800-657-3782

<http://mn.gov/puc/>

South Dakota – The South Dakota Public Utilities Commission regulates this utility and is available for mediation. SDPUC: 500 E. Capitol Ave., Pierre, SD 57501-5070 – 1-800-332-1782

<http://puc.sd.gov/>

North Dakota – The North Dakota Public Service Commission regulates this utility and is available for mediation. NDPSC: 600 E. Blvd, Dept. 408, Bismarck, ND 58505 – 1-877-245-6685

<http://psc.nd.gov/>

PAYMENT OPTIONS

Learn more at xcelenergy.com/payment

Standard Payment Options: (No fees apply)

- **My Account/eBill™** – View/pay your bill online, view energy usage and access account information.
- **Auto Pay – Auto Bank** – Pay your bill directly from your bank account.
- **Online View and Pay** – View and pay your bills online through a third-party vendor.
- **Pay By Phone** – Make your payment by phone from your checking or savings account by calling 1-800-895-4999.
- **Pay By Mail** – Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.

Other Payment Options (Third-party fees will be charged from these fees.)

• **Credit/Debit Card Payment** – Use your credit or debit card either online or by calling 1-888-747-1523. A convenience fee of \$3.45 is charged for each credit/debit card payment.

• **Pay Stations** – Pay your bill in-person at a location near you.

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.