

Welcome to your new energy bill!

We've taken your feedback and redesigned the format to make it easier to read and understand. In general, you'll see more visuals, color and larger text. Here's an overview of some of the key changes and where you can find certain information.

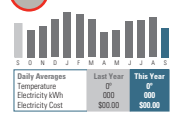
New charts! View your energy usage rates by month, as well as daily averages for the billing period. We hope these tools and visuals help you monitor your energy use from billing cycle to billing cycle. Remember, we offer a variety of energy efficiency programs that could help you save energy and money.

Contact us, front and center. All of our contact information is now in one section, right on the front page.

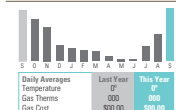
Account balance comparison. In the "Account Balance" area, you'll find details to help compare last month's bill with this month's bill.



YOUR MONTHLY ELECTRICITY USAGE



YOUR MONTHLY NATURAL GAS USAGE



QUESTIONS ABOUT YOUR BILL?

See a meter reader?
Email us at: info@xcelenergy.com
Call 24 hours a day, 7 days a week
Please call: 1-800-895-4999
Hearing impaired: 1-800-895-4999
Español: 1-800-687-8778
Or write us at: XCEL ENERGY
PO BOX 8
EAU CLAIRE WI 54702-0008

MAILING ADDRESS	ACCOUNT NUMBER	DUE DATE
JOHN E. CUSTOMER MARSHA W. CUSTOMER 1234 ELECTRIC AVENUE TAKUMER, CO 00000-0000	53-1234567890-1	MM/DD/YYYY
	STATEMENT NUMBER	STATEMENT DATE
	0123456789	MM/DD/YYYY
		AMOUNT DUE
		\$00.00

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

Electricity Service	MM/DD - MM/DD	000 kWh	\$00.00
Natural Gas Service	MM/DD - MM/DD	000 Therms	\$00.00
Current Charges			\$00.00
ACCOUNT BALANCE			
Previous Balance	As of MM/DD		\$00.00
Payments Received	Check MM/DD		\$00.00
Balance Forward			\$00.00
Current Charges			\$00.00
Amount Due			\$00.00

INFORMATION ABOUT YOUR BILL

We noticed you haven't signed up online...

We are pleased to offer **eBill**. A secure way to do business with us, **eBill** lets you receive, view, and pay your bill online. Say good bye to paper bills. Call 1-800-895-4999 or visit xcelenergy.com

Upgrade to online account management. Sign up for **My Account** and **eBill** and view, update and pay your account from the minute you sign up. Visit MyAccount.xcelenergy.com today. On June 1 our annual two-tiered rate structure for electricity use from June-September went into effect. Your bill will be prorated for electricity use before June 1 and two new line items under the "Residential General" portion of your bill reflects your energy use under tiered rates. The first 500 kWh in the billing period are charged at the lower Tier 1 rate of 4.6 cents. All usage above 500 kWh in the billing period is charged at the higher Tier 2 rate of 9 cents. Learn more about our June-September tiered rates at xcelenergy.com/tieredrates or contact us at 1-800-895-4999.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
53-1234567890-1	MM/DD/YYYY	\$00.00	

Please see the back of this bill for more information regarding the late payment charge.

Make your check payable to:
XCEL ENERGY.

NOVEMBER						
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				

Important information is highlighted.

Action items, such as "Due Date" and "Amount Due" are in red. We've also tried to place important information at the top of each billing page, for your convenience.

At-a-glance summary. The "Summary of Current Charges" area displays your energy use and total charges, along with the dates of service. Details are on the following page(s).

News you can use. In the "Information About Your Bill" section, you'll find information and resources to help manage your account and payment. Watch for rate updates and information about other factors that could affect your energy bill, along with useful links and phone numbers.

Get the details. This section shows the details for your service charges, including meter read dates and usage.



Simplify Your Life with Convenient Payment Options

Our on-line account management tools let you pay online, go paperless, view your bill, and payment history and more.

My Account and eBill let you:

- Set up paperless and automatic billing and payments
- Set up **Auto Pay** to make monthly energy payments automatically from your bank account on the date they're due.
- Sign up for the **Averaged Monthly Payment** plan, spreading out your cooling and heating costs over the year.

Enrolling is Easy

Start using these options—and others—right away by enrolling in **My Account** and **eBill** today. Go to the address below to sign up.
<https://myaccount.xcelenergy.com>

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SERVICE ADDRESS: 1234 ANY STREET, TAKUMER, CO 00000-0000
NEXT READ: MM/DD/YYYY
PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1234567890

METER READING INFORMATION	Read Date: MM/DD/YYYY - MM/DD/YYYY (90 Days)	USAGE
METER NUMBER: 0000000000	Read Date: MM/DD/YYYY - MM/DD/YYYY (90 Days)	000 kWh
	Current Reading: 00000 Actual	
	Previous Reading: 00000 Actual	

ELECTRICITY CHARGES

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Total Energy	000	kWh	\$0.000000	\$00.00
Service & Facility	000	kWh	\$0.000000	\$00.00
Summer Tier 1*	000	kWh	\$0.000000	\$00.00
Summer Tier 2*	000	kWh	\$0.000000	\$00.00
Trans Cost Adj	000	kWh	\$0.000000	\$00.00
Elec Commodity Adj	000	kWh	\$0.000000	\$00.00
Demand Side Mgmt Cost	000	kWh	\$0.000000	\$00.00
Purch Cap Cost Adj	000	kWh	\$0.000000	\$00.00
GRSA				\$00.00
Renew. Energy Std Adj				\$00.00
Subtotal				\$00.00
Franchise Fee				\$00.00
Sales Tax				\$00.00
Total				\$00.00

VOLUNTARY ENERGY ASSISTANCE PROGRAM

Energy Outreach Colorado (EOC) is a 501(c)(3) nonprofit organization that raises money to help low-income residents through energy bill payment assistance, weatherization programs and conservation education. Please check your monthly contribution amount below:

Monthly Donation:	\$20	\$10	\$5	Other \$

For your convenience, we'll add this amount to your energy bill each month as a separate line item called "Voluntary EOC Donation." Your donation will be assessed on a monthly basis until you inform us that you no longer wish to contribute. Please call 1-800-895-4999 if you would like to discontinue your participation in this program. For more information, call 1-800-895-4999 (1-800-432-8439) or visit EnergyOutreach.org to make a one-time donation.



Have You Looked at Our Rebates Online?

Rebate Finder: Making your life easier

We can help you with rebates on dozens of energy efficiency products. And we make it easy to find with our Rebate Finder online tool on xcelenergy.com.

Save Money & Energy

From there, you can quickly narrow down your search to the rebates available in your state* and whether you're a residential or business customer. Next, you can browse through the rebate types or go straight to the category you want, such as Cooling or Heating. *Xcel Energy is regulated on a state level, which means the rebates we provide may differ between states.

xcelenergy.com

Have a Happy and Safe 2012!

Make a New Year's resolution to brush up on safety. Follow these guidelines:

- Natural gas leaks either inside or outside your home. Leave the area. If you can smell gas, don't use anything that could create a spark, such as a light, a garage door opener, a phone or a match. If you can't leave the area, call us at 1-800-895-2989 and call 9-1-1 if it's an emergency.
- Stay away from overhead power lines. Keep at least 10 feet between the power line and anything you may be carrying, like a ladder or tools. If you see a downed line, stay away and call 1-800-895-1999 to report it.
- Always call 8-1-1 before you dig. Arrange to have utility companies locate and mark their buried lines. Wait several days before you dig to allow time for the utilities to mark the lines and then dig only by hand no closer than 18 inches from the marks. Be advised that we do not locate or mark lines customer-owned or installed lines.

For more guidelines, visit xcelenergy.com

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SERVICE ADDRESS: 1234 ANY STREET, TAKUMER, CO 00000-0000
NEXT READ: MM/DD/YYYY
PREMISES NUMBER: 1234567890
INVOICE NUMBER: 1234567890

NATURAL GAS SERVICE DETAILS

METER READING INFORMATION	Read Date: MM/DD/YYYY - MM/DD/YYYY (90 Days)	USAGE
METER NUMBER: 0000000000	Read Date: MM/DD/YYYY - MM/DD/YYYY (90 Days)	000 Therms
	Current Reading: 00000 Actual	
	Previous Reading: 00000 Actual	

NATURAL GAS ADJUSTMENTS

DESCRIPTION	VALUE	UNITS	CONVERSION	VALUE	UNITS
Therm Multiplier	000	CF	X0.0000	0	Therms

NATURAL GAS CHARGES

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Service & Facility	000	Therms	\$0.000000	\$00.00
Usage Charge	000	Therms	\$0.000000	\$00.00
Instantaneous Pipeline	000	Therms	\$0.000000	\$00.00
Natural Gas 3 Qtr	000	Therms	\$0.000000	\$00.00
Subtotal				\$00.00
Franchise Fee				\$00.00
Sales Tax				\$00.00
Total				\$00.00

Note: Bill sample is for illustrative purposes only and not an actual bill.

Learn about energy-saving choices. Look for helpful information on energy efficiency and rebate programs that can help you manage your energy use.