



Xcel Energy Response to COVID-19

Xcel Energy Pandemic Preparedness

Xcel Energy is proud of its strong track record of preparing for emergencies. We know our customers and our communities rely on us to power their homes and businesses. We understand that the services we provide are critical to a healthy economy here in Minnesota and throughout our eight-state footprint. The energy grid is a key part of the nation's critical infrastructure, and we take seriously our responsibility to take a well-planned, heightened approach to the threat posed by COVID-19.

Xcel Energy is well positioned to continue delivering for our customers due in large part to our extensive preparations and the protocols we have in place. Our crews will continue providing industry-leading power outage restoration when severe weather strikes and our customer care representatives are prepared and ready to help answer questions or fulfill service requests. In addition, our portfolio of online tools afford customers quick access to many of our services and our automated phone system, mobile app, and website make it easy for customers to report power outages or take care of other business needs. The entire Company is strongly focused on preparing for and responding to this crisis, and we have solid business continuity plans in place. We are also working closely with government and community partners to ensure our operations are not impacted.

In all its work, Xcel Energy is following public health guidance to help prevent the spread of the virus. The Company is taking extra safety measures including enhanced cleaning protocols, requiring any employee who feels sick or has symptoms to stay home, limiting the number of people riding in company vehicles to job sites, and adopting safety protocols for those who must enter customers' homes.

Up to date information on Xcel Energy's response to COVID-19 can be found on our website at [Xcel Energy - COVID-19 Response](#).

Community Giving

Xcel Energy announced in April that the net proceeds from that sale of the Mankato Energy Center, expected to be more than \$20 million, will go to short and long term corporate giving, including COVID-19 relief. As part of our plans to dedicate more than \$20 million to new corporate giving, including COVID-19 relief, Xcel Energy and the Xcel Energy Foundation will donate the first \$1.5 million in the eight states it serves before the sale of the Mankato Energy Center closes later this summer. As part of the donation, the Xcel Energy Foundation matched employee donations up to \$1,000 at a rate of two dollars for every

dollar donated, tripling the amount of the gift, up to \$300,000. Within a week, employees donated \$112,000 dollars. With the Foundation match of more than \$223,000, that's a donation of nearly \$335,000.

One million dollars of the money donated by Xcel Energy and its foundation is designated for existing nonprofit partners along with organizations that address food insecurity and those that provide disaster relief, including local chapters of The United Way and regional food banks. Xcel Energy serves communities in Minnesota, Colorado, Texas, New Mexico, Wisconsin, North Dakota, South Dakota and Michigan.

Customer Service and Communication

Xcel Energy is committed to providing all of our customers with electricity and natural gas service as communities and families face the challenges caused by the spread of COVID-19.

- We have suspended service disconnections for residential electric and natural gas service until further notice, and actively engaged in efforts to reconnect service to residential customers whose service was disconnected for non-payment.
- We have waived late payment fees for residential and small business customers while working with larger customers on a case-by-case basis. We are working with customers to arrange or, if necessary, revise payment plans if they are having difficulty paying their bills through this challenging time.
- We are communicating broadly with our customers and the public through news media, social media, our website, email, bill messages and other channels. Our messages through those channels emphasize the company's preparedness efforts, our commitment to meet their energy needs, and temporary assistance for those facing financial struggles. We are also raising awareness that they may still see Company employees in the field doing critical work, and are asking the public to maintain social distancing with our crews.
- Our Call Center agents have been provided information to give customers regarding the Company's COVID-19 preparedness should they inquire about what Xcel Energy is doing to ensure our operations are not impacted.
- The Company filed with the Public Utilities Commission (PUC) for approval of a temporary relief program for commercial customers through the Business Incentive and Sustainability (BIS) Rider. The program would provide discounts on base rates through the end of the year to eligible commercial customers who have experienced material declines in energy use as a result of the COVID-19 pandemic. If approved, the program would be available to commercial customers with average load between 350 kW and 2 MW. This would include customers like schools, theaters, and hotels. To qualify for the relief program, customers must show a 25% peak load reduction over the previous 12 month period. Once qualified, they will receive a 25% discount to their base monthly rates from February through December 2020. This filing is currently under review at the PUC.

Xcel Energy's Demand Side Management Programs

Xcel Energy's [Residential Programs](#) continue to operate with some modifications to help keep program staff and participants safe during this time. In Mid-March, we stopped providing in-home audit and direct install services as part of the **Home Energy Squad** (HES). To keep staff and customers engaged, we worked with CenterPoint Energy and program implementer - Center for Energy and Environment (CEE) to develop a virtual version of the HES visit combined with customer do-it-yourself (DIY) installs. The virtual HES offering was conditionally approved as a program modification by the Minnesota Department of Commerce and became available at no-cost to participants starting April 10th. The Companies are required to report on the results of the virtual HES offering at a future date. Customers that had a HES visit cancellation due to COVID-19 are being engaged for the virtual visit and will be contacted to schedule in-home services when they become available. Initial customer feedback on this process has been positive.

Free Home Energy Kits - In May we began offering free Home Energy Kits to our customers while supplies last. Customers have three kits to choose from: 1) Power Strip Kit 2) Lighting and Showerhead Kit, and 3) Lighting Kit. Customers can request their kits here [Free Energy Efficiency Kits](#)

Similar to our partner CenterPoint Energy, our [Income-qualified](#) programs continue to accept and process customer applications in order to schedule future energy efficiency projects. Starting in mid-March, in-home audits, tune-ups, and direct install services were put on hold to comply with safety protocols. Under guidance from the Minnesota Department of Commerce, program implementers continue to provide emergency equipment replacement/repair services for program participants. In some cases, appliance replacement work continues where essential.

Xcel Energy's [Business Programs](#) continue to operate with some modifications to help keep program staff and participants safe. Starting in late-March, building audits and on-site visits are no longer conducted as part of the Multifamily Building Efficiency Program (MFBE), Energy Design Assistance (EDA), or Industrial Process Efficiency programs until further notice. However, program implementers can continue to offer program support for new or existing projects identified through the individual programs. And, we are considering how virtual audits may be incorporated into the MFBE program. Construction continues on projects enrolled in EDA, considered essential under Minnesota Executive Order 20-01.

LED Bonus Rebates - For a limited time, Xcel Energy's Minnesota commercial electric customers can earn higher rebate dollars on select LED lamps, tubes and fixtures including double rebates on some bulbs and an additional 25% rebate on others. Rebate information can be found here [Lighting Bonus Rebates](#).