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Cold Weather Rule Takes Effect Oct. 1

Customers are protected from service disconnection from Oct. 1 through April 30

MINNEAPOLIS (Sept. 30, 2021) – The Minnesota Cold Weather Rule takes effect Friday, and Xcel Energy wants to ensure that residential customers who need assistance paying their energy bills this winter can get the help they need.

Under the rule, residential customers are protected from service disconnection from Oct. 1 through the following April 30, if the disconnection would affect the customer's primary heating source. Customers must immediately contact their utility and set up a payment plan if they receive a disconnection notice.

"We understand our customers can sometimes face challenges paying their electric and natural gas bills and we want to provide options such as payment plans and energy assistance to assist them through these difficult times," said Chris Cardenas, vice president, customer care. "We have several programs and work with many agencies who can provide support or identify other resources for customers in need."

Income-eligible customers who contact Xcel Energy for Cold Weather Rule protection can establish plans to make monthly payments not to exceed 10 percent of household income. Xcel Energy will also provide contact information for local community energy assistance programs.

Eligible customers can also receive help with their bills through Xcel Energy's Payment Plan Credit Program. About \$2.7 million is still available for residential customers with balances of more than \$1,000 who are not currently enrolled in a payment plan. Through this program, customers receive bill credits equal to 75% of their current balance – 25% is provided as an upfront credit and the remaining 50% is issued in equal monthly bill credits for up to eleven months, as long as payments continue to be made.

Customers were recently sent information about the Cold Weather Rule with their energy bills. For more information, customers can call Xcel Energy's residential customer service line at 1-800-895-4999 Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 9 a.m. to 5 p.m.

Additionally, customers can visit the [Xcel Energy website](#) for more information about the Cold Weather Rule and energy assistance options.

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About Xcel Energy

Xcel Energy (NASDAQ: XEL) provides the energy that powers millions of homes and businesses across eight Western and Midwestern states. Headquartered in Minneapolis, the company is an industry leader in responsibly reducing carbon emissions and producing and delivering clean energy solutions from a variety of renewable sources at competitive prices. For more information, visit [xcelenergy.com](https://www.xcelenergy.com) or follow us on [Twitter](#) and [Facebook](#).