



1414 W. Hamilton Ave  
P.O. Box 8  
Eau Claire, WI 54702-0008

March 17, 2020

*Re: Xcel Energy Response to COVID-19*

Dear Partners & Friends:

Delivering for our customers around the clock, every day, is at the core of what we do. That means providing the reliable service you count on, in good times, and even more importantly, in challenging times. In keeping this commitment, the safety of our customers, communities and employees will always be our top priority.

As COVID-19 affects a growing number of people, we are prepared and taking steps to ensure we'll continue to be there to meet the energy needs of our customers and communities. We have a strong track record of preparing for emergencies because we know our communities rely on us to power homes and businesses, and to help fuel the economies of the states we serve.

Here are just a few of the steps we are taking:

- We are in constant communication with local, state and federal agencies and health organizations to coordinate responses.
- We will not disconnect service to any residential customer until further notice. If customers are having difficulty paying their bills, they can contact us, and we will arrange a payment plan.
- We have staffing plans in place to ensure power plant operators, line workers, gas technicians, customer care representatives and others continue delivering the reliable service you expect.
- To reduce the potential spread of illness, we have travel restrictions in place for all employees and are asking many employees to work from home.
- We also remain committed to our non-profit partners and business organizations across our service area. As such, we will continue our long-standing support of these organizations, regardless of whether a particular event takes place in the weeks and months ahead. We are also evaluating and monitoring additional opportunities of support during these unprecedented times.

The energy grid is a key part of our nation's critical infrastructure, and at Xcel Energy we take this responsibility very seriously. As we take these prudent precautions and put our preparedness plans into action, please know that we are always here to support the communities we are honored to serve.

Sincerely,

A handwritten signature in black ink that reads 'Brian Elwood'.

Brian Elwood  
General Manager, Customer and Community Service  
Wisconsin & Michigan