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Programs available to help customers with energy bills

New program provides up to 75% past-due forgiveness to help residential customers

MINNEAPOLIS (May 26, 2021) – Customers who have fallen significantly behind on their Xcel Energy electric bills due to the COVID-19 pandemic may be eligible for a new program provided by the company that will help them pay off their bills. Since its launch earlier this month, more than 1,200 eligible customers have enrolled in the Payment Plan Credit Program, which forgives up to 75% of their past-due balance when customers enroll in a payment plan and stay current on that plan. The Payment Plan Credit Program is available to Xcel Energy residential electric customers who have between \$1,000 to \$4,000 in past due charges. The program, which is funded by Xcel Energy, is still open for eligible customers to enroll.

“The COVID-19 pandemic challenged our customers and took its toll on our economy,” said Chris Clark, president, Xcel Energy-Minnesota. “We are happy to offer this new option to help customers most in need during this difficult time and provide direct relief to those who need it.”

Programs and assistance for customers still available

Additional payment assistance through government programs and partner agencies, as well as other bill payment plans, are available for customers who need help with their energy bills. Customers can enroll in other payment plans we offer through the My Account feature at www.XcelEnergy.com, or contact customer care at 1-800-895-4999 for more information. Additional information about financial assistance for energy bills is available at xcelenergy.com/EnergyAssistance. Information about the Payment Plan Credit Program is available at xcelenergy.com/PaymentPlanCredit.

In addition to providing this direct assistance to residential customers, Xcel Energy is also working to support business customers who have seen reduced sales through the pandemic and has proposed more than \$2.5 billion in accelerated and incremental energy infrastructure projects to help jumpstart the economy and create new jobs.

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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](#).