

Filing Receipt

Filing Date - 2025-03-11 10:28:18 PM

Control Number - 57792

Item Number - 3

DOCKET NO. 57792

COMPLAINT OF RONNIE RAMIREZ \$ PUBLIC UTILITY COMMISSION \$ AGAINST XCEL ENERGY \$ OF TEXAS

ORDER NO. 1 FINDING FORMAL COMPLAINT DEFICIENT AND REQUIRING ADDITIONAL INFORMATION FROM MR. RAMIREZ

This Order addresses the March 3, 2025 filing by Ronnie Ramirez. It appears that Mr. Ramirez's intent is to initiate a formal complaint against Xcel Energy pertaining to billing for electric service. The administrative law judge (ALJ) has, therefore, treated the filing as formal complaint brought under 16 Texas Administrative Code (TAC) § 22.242. The filing is available on the Commission's Interchange webpage at https://interchange.puc.texas.gov.

The ALJ finds that the complaint is deficient at this time. The ALJ requires additional information from Mr. Ramirez before the complaint can be processed. Under 16 TAC § 22.242(e)(2), a formal complaint must include the following information:

- (A) the name of the complainant or complainants;
- (B) the name of the complainant's representative, if any;
- (C) the address, telephone number, and facsimile transmission number, if available, and, unless the person has filed a statement under §22.106 of this title (relating to Statement of No Access), the email address of the complainant or the complainant's representative;
- (D) the name of the person against whom the complainant is seeking relief;
- (E) if the complainant is seeking relief against an electric, water, or sewer utility, a statement of whether the complaint relates to service that the complainant is receiving within the limits of a city;
- (F) if the complainant is seeking relief against an electric, water, or sewer utility within the limits of a city, a description of any complaint proceedings conducted by the city, including the outcome of those proceedings;

- (G) a statement of whether the complainant has attempted informal resolution through the commission staff and the date on which the informal resolution was completed or the time for attempting the informal resolution elapsed;
- (H) a description of the facts that gave rise to the complaint; and
- (I) a statement of the relief that the complainant is seeking.

Additionally, under 16 TAC § 22.242(f), Mr. Ramirez is required to provide a copy of his formal complaint to the target of the complaint, Xcel Energy. There is no indication that this has been done.

By March 24, 2025, Mr. Ramirez must file with the Commission an amended formal complaint that includes all of the information required by 16 TAC § 22.242(e)(2), provide a copy of the formal complaint and amended formal complaint to Xcel Energy, and file with the Commission documentation that he provided said copies.

Signed at Austin, Texas on the 5th day of March 2025.

PUBLIC UTILITY COMMISSION OF TEXAS

ISAAC TA

ADMINISTRATIVE LAW JUDGE

Q:\CADM\Docket Management\Electric\COMPLAINTS\57xxx\57792-1 def_req clarif.docx

FORMAL COMPLAINT TO THE PUBLIC UTILITIES COMMISSION DOCKET NO. 57792.

Complainant: Ronnie Ray Ramirez

1105 S 3rd St Slaton, TX 79364 (806) 507-5029

Ron.R.Ramirez@outlook.com

Against: Xcel Energy

Xcel Energy

P.O. Box 660553

Dallas, TX 75266-0553

Fax: 1(888)335-7976

Xcel Energy Corporate Office 414 Nicollet Mall

Minneapolis, MN 55401

Fax: 800-895-2895

March 11, 2025

Subject: Fraudulent Billing, Deceptive Practices, Unauthorized Charges, Improper Disconnection

I. INTRODUCTION

The Complainant hereby submits this formal complaint to the Public Utilities Commission (PUC) regarding Xcel Energy's fraudulent and deceptive billing practices, which have caused significant financial harm and undue hardship. Xcel Energy knowingly fabricated charges, engaged in improper billing, and refused to rectify clear discrepancies despite multiple attempts by the Complainant to resolve the matter amicably. Additionally, Xcel Energy has unlawfully disconnected service, violating Texas utility regulations, particularly during inclement weather.

The Complainant also submits a copy of this complaint to Xcel Energy and requests immediate corrective action to address these violations.

II. STATEMENT OF FACTS

Background

- The Complainant moved into 1040 W Division St, Apt B, Slaton, Texas, in February 2022.
- The property consists of two separate dwellings:

- Apt A: A two-bedroom, two-bathroom unit with central heating and air conditioning.
- Apt B: A converted hair salon, featuring one bedroom, one bathroom, and an open-plan kitchen/living area.
- Apt A was initially vacant, but the property owner-maintained power continuously for showings.

Billing Irregularities

- Despite separate meters for each dwelling, Xcel Energy improperly billed the Complainant for both units from March 2022 to February 2023.
- Xcel Energy acknowledged a credit due to the billing error; however, the credit was
 misleading as it was applied while Apt A remained on the account, effectively
 subsidizing another residence's unpaid usage.
- Xcel Energy failed to remove Apt A from the Complainant's account despite multiple disputes, even after the credit was applied, which absorbed any credit claimed as applied. The billing and credit suspiciously correlate.
- Upon moving to 1105 S 3rd St, Slaton, TX, the Complainant was issued a final bill of \$1,795.87 for Apt B, based on an estimated meter reading. The bill notes one meter, yet the charges document two residential charges.
- The balance of \$1,795.87 was transferred to the Complainant's new address, compounding the billing issues. The charges have been disputed since June 2022, and Xcel Energy maintained the erroneous billing allowing the complainant to pay for other resident's electrical services.
- Erroneous charges continue at the new residence, with evidence of two and three residence charges appearing on statements from June 2023, February 2024, and March 2024 without explanation of the added residential usage.

Improper Disconnection and Customer Harassment

- Xcel Energy refused to engage in dispute resolution, insisting the Complainant must pay without review.
- Service was unlawfully disconnected multiple times, including during extreme weather conditions.
- Mediation attempts with the South Plains Association of Governments (SPAG) failed due to Xcel's refusal to participate.

III. LEGAL VIOLATIONS

A. Fraudulent Billing and Deceptive Practices

- Violation of Texas Utilities Code § 184.014(b)(6): Electric submetering is controlled by Xcel Energy, not the property owner, making them responsible for proper charge allocation.
- Violation of Texas Administrative Code § 25.142: Xcel failed to bill accurately based on individual meter readings.
- Charges for late fees, disconnection and reconnection fees are inappropriate as the bills were not paid by the residents of Apt A, and the complainant should not be responsible for fees associated with errors by the service provider.

B. Unlawful Disconnection

- Violation of PUC Disconnection Rules (Texas Administrative Code § 25.483):
 Prohibits disconnection during extreme weather; Xcel disconnected service in both extreme heat and freezing conditions.
- Violation of Texas Utilities Code § 39.101(a)(3): Guarantees fair, nondiscriminatory electric service. Xcel's billing failures and service disconnections constitute unfair practices.

C. Breach of Contract & Bad Faith

The agreement covered only Apt B, yet Xcel charged Apt A without consent.

D. Unjust Enrichment & Economic Injury

 Xcel Energy knowingly overcharged the Complainant, causing financial losses exceeding \$1,500.00 and additional hardships.

IV. REQUEST FOR RELIEF

The Complainant respectfully requests the following:

- 1. Immediate reconnection of power at 1105 S 3rd St, Slaton, TX.
- Formal reprimand of Xcel Energy for deceptive and fraudulent billing practices.
- 3. **Full reimbursement** for all improper charges, including payments made on behalf of Apt A and excessive fees.
- 4. Removal of all improper charges from the Complainant's current account.

- Independent audit of Xcel Energy's billing practices to prevent future misconduct.
- Compensation for financial hardship, including expenses for alternative power sources and other related damages.

V. ATTACHED EVIDENCE

- Text messages with the property manager regarding the fire.
- Photographic evidence of faulty wiring, meter removal, and replacement.
- Xcel Energy billing statements proving improper charges.
- Screenshot online account as of March 11, 2025, "to Avoid Disruption" and disconnection notice was received March 7, 2025, two weeks after disconnection

VI. CONCLUSION

Xcel Energy's actions demonstrate clear intentional and malicious billing errors, violating multiple consumer protection laws. The Complainant has exhausted all reasonable avenues for resolution. It is imperative that the Public Utilities Commission intervenes immediately to rectify this injustice and ensure Xcel Energy complies with Texas utility regulations.

Respectfully submitted,

Ronnie Ray Ramirez 1105 S 3rd St Slaton, TX 79364 Ron.R.Ramirez@outlook.com (806) 507-5029

Certification of Service

I certify that a copy of this complaint and all attached documents were sent to Xcel Energy Dallas and Xcel Corporate Office by fax and certified mail on March 11, 2025. The information provided is true and correct to the best of my knowledge.

Sent this day, March 11, 2025, by fax and certified mail.

Ronnie Ray Ramirez Complainant Cc: Public Utilities Commission of Texas Docket Number 57792

Interchange Filer - Filing Submitted

We have received your E-Filing. You will receive an E-Filing Confirmation email shortly, followed by an E-Filing Receipt email.

Once you receive the E-Filing Receipt - the second email - you are finished filing.

Please contact Central Records if you have any questions. Thanks!

Central Records

Public Utility Commission of Texas

centralrecords@puc.texas.gov (mailto:centralrecords@puc.texas.gov) | 512-936-7180

Tracking Number: HVJGAFJC

Filing 3/3/2025 1:27:37 PM

Submitted

on

Control A new control number was requested.

Number

Filing Party Ronnie Ramirez

Filing Type ADMIN. MTG. TRANSCRIPT

Description Deceitful billing and practices by xcel Energy

Documents

06062022 message.pdf

07072022 billing Premise.pdf

08082022 installment.pdf

Payment History.pdf

Submitted

Ronnie Ramirez

Ву

1105 South 3rd Street

1105 s 3rd st

slaton, TX 79364 (806) 507-5029

ron.r.ramirez@outlook.com (mailto:ron.r.ramirez@outlook.com)

An email confirmation has been sent to ron.r.ramirez@outlook.com. Please check your spam/junk folders.

Start a New filing (/filer/controlnumber/?Length=5)



SERVICE ADDRESS	ACCOUNT N	NUMBER	DUEDATE
RONNIE RAMIREZ 1105 S 3RO ST	54-001338	65614-0	07/11/2024
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	AMOUNT'DUE
	883020773	06/24/2024	\$1,683.49

Your Account is Overdue - Please Pay Immediately

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

Electricity Service	05/23/24 - 06/24/24	621 kWh	\$98.17
Non-Recurring Charges / Co	redits		\$55.83
Current Charges			\$154.00

ACCOUNT BALANCE (Balance de su cuenta)

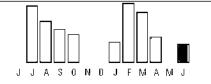
114444111 -11-11-11-11-1		
Previous Balance	As of 05/23	\$3,529.49
Payment Received	Check 06/18	-\$2,000.00 CR
Balance Forward		\$1,529.49
Current Charges		\$154.00
Amount Due (Cantidad a pagar)		\$1,683.49

See our website: xcelenergy.com **INFORMATION ABOUT YOUR BILL**

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

Thank you for your payment.

YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	75° F	79°'F
Electricity kWh	38.0	19.4:
Electricity Cost	\$ 6.21	S4.81

QUESTIONS ABOUT YOUR BILL?

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

1-800-895-4999 Please Call: Español: 1-800-687-8778 Or write us at: XCEL ENERGY

PO BOX 8

EAU CLAIRE WI 54702-0008

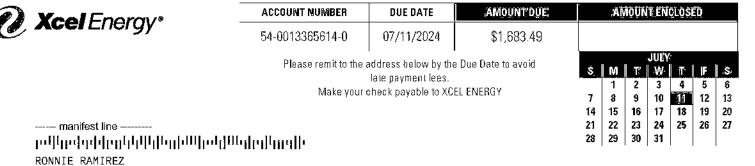
Like us on Facebook



1105 S 3RD ST SLATON TX 79364-5617

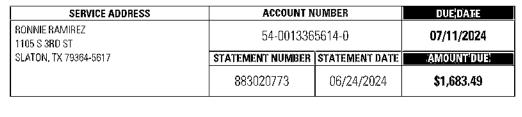


PETURN 30 FTOM PORT ON WITH PAYMENT CALM PLEASE DO NOT INCLUDE OTHER REQUESTS - SEE BACK OF BILL FOR CONTACT METHODS



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DON'T WAIT! ENERGY ASSISTANCE AVAILABLE NOW!

Do you know someone who may need help paying their energy bills? Thousands of qualified households have benefited from Home Energy Assistance programs in the past year. Energy Assistance is used to lower the burden of monthly energy costs. Funds can be used for heating and electric costs as well as energy crisis situations.

Xcel Energy wants to connect our customers with all the resources available. To learn more about energy assistance

programs available in your area, please scan the QR code.



SERVICE ADDRESS: 1105 S 3RD ST SLATON, TX 79364-5617

NEXT READ DATE: 07/25/24
ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 300396462 INVOICE NUMBER: 1114472956

METERIREADINGINFORMATION			
METER 62584849		Read Dates: 05/23/24 - 06/24/	'24 (32 Days)
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	97557 Actual	96936 Actual	621 k Wh

ELECTRICITY CHARGES	RATE: R	Residential Service	
DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$12.45
Residential Service	155.25 kWh	\$0.098 84 2	\$15.35
Residential Service	465.75 kWh	\$0.114967	\$53.55
Fuel Cost Factor	621 kWh	\$0.014978	\$9.31
EECRF Rider	621 kWh	\$0.001198	\$0.74
Rider Deferred Exp			\$0.58
AMS Cost Surcharge			\$ 1.93
Subtotal			\$93.91
Franchise Fee		3.00%	\$2.81
Sales Tax			\$1.45
Total			\$98.17
NON-RECURRING CHARGES	/ CREDITS DETAILS		*****
DESCRIPTION			CHARGE

DESCRIPTION		CHARGE
Recon Bus Hr Inside Lmt	Premise # 300396462	\$55.00
Sales Tax		\$0.83
Total		\$55.83





SERVICE ADDRESS	ACCOUNT N	UMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	5614-0	07/11/2024
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	AMOUNT'DUE!
	883020773	06/24/2024	\$1,683.49

Spring into Energy Savings

Along with budding plants and birds chirping to signify spring, start preparing your home for summer. Consider these low-cost energy saving tips, your energy bill will be happy you do.

- Reverse your ceiling fan motion to circulate cooler, conditioned air.
- Keep your AC coils clean to help improve efficiency.
- Find and seal leaky ducts, drafts around doors and windows, fireplace dampers, and other places where air might escape.
- Plant a tree in front of your house. Carefully positioned trees can save up to 25% of the cooling energy a typical household uses.

For more savings, check out the money-saving rebates available to you at xcelenergy.com/Rebates.



IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1939	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800-695-2999	24 hours, 7 days a week	Xcet Energy	Xoel Energy
Residential Customer Service:	800-895-4999	7 a.m.– 7 ρ.m.; Mon.–Fri. 9 a.m.,- 5 p.m., Sat.	PO Box 8 Estu Claize, WI 54702-0008	PO Box 660653 Dellas, TX 75266-0553
Business Solutions Center."	800-481-4700	S.a.m. ~ 5 p.m., Mon. ~ Fri.	xcelenergy.com	Please include stub for
TTD/JTTY	800-89 5- 49 49	24 hours, 7 days a week	. 30	loster processing.
Call Before You Dig	811	24 hours, 7 days a week		

^{*}Register any inquiry or complaint at the above address or phone number.

GENERAL INFORMATION

Governing Regulatory Agency

The Public Utility Commission of Texas regulates Southwestern Public Service Company doing business as Xcel Energy and is available for mediation: PUCT: 1701 N. Congress Ave., Austin, TX 78701; email customer @puc.texas.gov; website puc.texas.gov

Payment Responsibility

If the name on the front of your bill is not that of a person or business who has payment responsibility, cell Xcel Energy at 300-895-4999.

IMPORTANT ADDRESSES

Estimated Bills

Xeel Energy makes every effort to read your meter each month. If no reading is taken, Xeel Energy estimates your month's bill based on previous energy use.

ABOUT YOUR ELECTRIC RATES*

Hates and other items on your bill are regulated by the Public Utility Commission of Texas (PUCT).

Two lines showing the same charge may appear as we move from summer to whiter rates, and when PUCT approved factors or rates change within a billing cycle.

AMS Cost Surcharge

This surcharge recovers the cost of providing smart meters and some of the supporting infrastructure to customers, as approved by the Public Utility Commission of Taxas. In addition to ineight into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit westerneigy.com/SmartMeter.

Comone

Tracks the peak use or highest demand for electricity, measured in kilowatts (kWs), during a billing cycle. Xeel Energy must build its power system to reliably deliver a customer's highest electricity need when they "demand" it.

FECRE Rider

The Energy Efficiency Cost Recovery Factor Rider recoups a calendar year's cost to deliver energy efficiency programs to all Xeel Energy-Toxas retail customers, as approved by the PUCT. Visit scelenergy comfor more information about energy efficiency offerings.

Franchise fee

Xccl Energy has franchise agreements with the chies and towns where we provide electricity service. The franchise fee is for use of public rights of-ways for our electric system. Xccl Energy collects the franchise fee from our customers and pays that money to the cities and towns. The franchise fee is a separate line on your full and is besed on a percentage of your electricity use, as shown on the Subtotal line of the bill.

Fuel Cost Factor

This is the cost of fuel to generate electricity, represented by a rate factor than is the cost of fuel and some generation resources, such as natural gas, coal, wind, solar and purchased power. The PUCT prohibits Xeal Energy from making a profit on these costs, which are passed on to customers on a dollar-for-dollar basis without any mark-up. The charge is assessed per knowatt-hour (kWh) used.—Fuel Cost Factor times kilowatt-hours used equals the Fuel Cost Factor charged. Please note: The Fuel Cost Factor can be pro-rated into two components on customer bills. Any changes to the Fuel Cost Factor are effective on the first day of a coloniar month, and most statements cover services delivered in more than one calendar month.

fuel Cost True-up (surcharge/refund)

Xeal Energy occasionally bills a fixed monthly Feel Cost Surcharge or Refund, which must be approved by the PUCT. The actual monthly fuel costs collected through the Fuel Cost Factor, while as accurate as possible, occasionally under-or over-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the FUCT may grant Xeel Energy permission to recover the higher cost with a Surcharge. When the cost for fuel is lower than estimated, the PUCT may grant us permission to credit back or Refund the lower cost to customers. Whother a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

H-AMAP

One kilowatt-hour (KWh) is a unit of electrical usage that equals 1,000 watte of electricity used for one hour. This is enough electricity to light a 100-wait light bulb for 10 hours.

Read Dates

Represents the dates your motor was read by Xgel Energy. The Read Dates form the billing period, identified on your bill as the Previous Reading and Current Reading. The number of days in a billing period vary depending on your billing cycle and days in a morth. Please note: Xcel Energy makes every effort to read your meter each month. If no reading is taken, Xcel Energy estimates your month's bill based on previous energy use.

Rider BCF

Cost recovery for amounts associated with filing PUCT requests to recover Xgal Energy's investments in the reliability, safety and efficiency of the electric system.

Sales Tax

Reflects the required state, city and county sales taxes based on your electricity use shown on the Subtotal line of the bill.

Service Availability

A flat fee applied each month regardless of the amount of kilowatt-hours (kWh) used. This charge is intended to cover the miniphum cost of supplying electric service for your rate class. It covers mater reading, some equipment and castomer service.

Rate

Indicates your customer class. Customer classes are formed to accurately reflect the wide variety of usage characteristics among customers. Associated bill charges are represented by a Rate factor times Usage Units in kilowett-hours kW/h). The flate factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular oustomer class, and must be approved by the PUCT.

Due to seasonal cost differences, Residential Service customers will see different rates for summer, June 1–Sept. 30) and non-summer months (Oct. 1–May 31). The eight non-summer months have two rates: one for usage 1–899 kWh; and a second lower rate for usage above 899 kWh.

Total Energy/Usage

The quantity of electricity consumed during the billing period.

Trans Cost Recovery

An interim charge approved by the PUCT to recover electric transmission system costs.

*Some terms may not apply to your particular bill and customer class.

More information can be found on scelenergy.com/Payment.

PAYMENT OPTIONS: Learn more at xcelenergy.com/Payment

Standard Payment Options: (No fees apply)

- My Account/eBill/Mobile App View/pay your bill electronically, view energy usage and access account information.
- Auto Pay Automatically pay your bill directly from your bank account.
- Pay By Phone Make your payment by phone from your checking or savings secount by calling 800-895-4999.
- Pay By Mail Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- . Bank View and Pay View and pay your bills online through a third-party yearder.

Other Payment Options (Third-party fees will apply. Xoel Energy does not collect nor benefit from these fees,)

- Credit/Debit Card Payment = Fay with your credit or debit card electronically
 in My Account/e8itt/Mobile App, or by calling \$33-660-1365; A processing fee
 may apply for each credit/debit card payment.
- Pay Stations Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.
- Electronic Check Conversion When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account on to process the payment as a check transportion.



Bill History

Account 54-0013365614-0 | View Billing Accounts (/MyAccount/s/profile/billing-accounts-view)

Includes Online, Phone Pay, and Auto Pay payments scheduled to withdraw from your designated bank account. You can also view Bill Backers [7] (https://www.xcelenergy.com/billing_and_payment/understanding_your_bill/bill_backer) and Bill Inserts [7] (1973: Account celementary com/billing_and_payment/understanding_your_bill/bill_inserts).pg_xcelementary.com/https://my.xcelementary.com/https

Billing (

Mŷ Account (fittps://my.xcelenergy.com/MyAccount/s/) Home (/MyAccount/s/)

Search Payment Activity

Q Enter Search Term

Go

Results 5 of 5 are shown

DATE JUN 18, 2024 **PAYMENT TYPE** Payment: CHECK CHARGES \$2,000.00 STATUS POSTED PAYMENTS

DATE FEB 1, 2024

PAYMENT TYPE Payment: KUBRA WEB CR CARD

CHARGES \$250.00

STATUS POSTED PAYMENTS

DATE JAN 9, 2024

PAYMENT TYPE Payment: KUBRA MOBILE CR CARD

CHARGES \$130.00

STATUS POSTED PAYMENTS

DATE DEC 26, 2023

Payment: ONLINE ACCT MGMT **PAYMENT TYPE**

CHARGES \$425.00

STATUS POSTED PAYMENTS

DATE JUL 31, 2023

PAYMENT TYPE Payment: ONLINE ACCT MGMT

CHARGES \$300.00

STATUS POSTED PAYMENTS

Payment Options

3 PAPERLESS BILLING
Enrolled
View and pay your bill online, reduce paper waste, and set up email alerts and recurring payments to make paying your bill easier.
Potential Benefits
quick & easy 24/7 service environmentally-friendly
VIEW DETAILS >
AVERAGED MONTHLY PAYMENTS
× Not Enrolled
Enjoy predictable monthly bills spread evenly over 12 months. Reduce bill fluctuation due to hot or cold weather. Enroll for free.
Potential Benefits
predictable bills free enrollment budget-friendly
LEARN MORE >
© ENERGY ASSISTANCE
Need help paying your energy bill? Assistance programs and resources may be available to you.
Potential Benefits
free enrollment payment assistance budget-friendly
VIEW DETAILS [2]

(https://my.xcelenergy.com/s)

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Privacy (https://www.xcelenergy.com/billing_and_payment/customer_data_&_privacy/privacy_policy_and_customer_data_access)

Accessibility (https://www.xcelenergy.com/accessibility)

Connect Blog (https://stories.xcelenergy.com/)



YOUR MONTHLY ELECTRICITY USAGE

MJJASONDJFMAM

Last Year

69° F

28.1

\$4.54

This Year

71**°**°F,

\$0.52

SERVICE ADDRESS	ACCOUNT N	IUMBER	DUEDATE
RONNIE RAMIREZ 1105 S 3RO ST	54-001338	65614-0	06/10/2024
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	AMOUNT'DUE
	878 840 2 67	05/23/2024	\$3,529.49

Your Account is Overdue - Please Pay Immediately

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

No Payments Received Balance Forward Current Charges			
ACCOUNT BALANCE (Balance de su cuenta) Previous Balance As of 04/24 No Payments Received Balance Forward Current Charges	\$15.12	04/24/24 - 05/23/24	Electricity Service
Previous Balance As of 04/24 No Payments Received Balance Forward Current Charges	\$15.12		Current Charges
No Payments Received Balance Forward Current Charges		de su cuenta)	ACCOUNT BALANCE
Balance Forward Current Charges	\$3,514.37	As of 04/24	Previous Balance
Current Charges	\$0.00		No Payments Received
	\$3,514.37		Balance Forward
Amount Due /Fantidad a nagari	\$15.12		Current Charges
Amount bue (canudat a pagar)	\$3,529.49		Amount Due (Cantidad

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com

DAILY AVERAGES

Temperature

Electricity kWh

Electricity Cost

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

Please Call: 1-800-895-4999
Español: 1-800-687-8778
Or write us at: XCEL ENERGY

PO BOX 8

EAU CLAIRE WI 54702-0008

Like us on Facebook





INFORMATION ABOUT YOUR BILL

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

PETURN 303TOM PORT ON WITH PAYMENT CHLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE:		ÄŘ,	VÕŨŅ	T EN	ĊĿŌŚ	ĒĎ	
54-0013365614-0	06/10/2024	\$3,529.49							
Please remit to the a		e Due Date to avoid	Š.	M		JUNE W		IF	iS:
	late payment fees. heck payable to XC	EL ENERGY	2	3	4	5	6	7	1 8
			9 16	10 17	11 18	12 19	13 20	14 21	15 22
հվակակի			23 30	24	25	26	27	28	29

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1105 S 3RD ST SLATON TX 79364-5617

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SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE		
	878840267	05/23/2024	\$3,529.49	



SERVICE ADDRESS: 1105 S 3RD ST SLATON, TX 79364-5617

NEXT READ DATE: 06/25/24
ELECTRICITY SERVICE DETAILS

 PREMISES NUMBER:
 300396462

 INVOICE NUMBER:
 1108689698

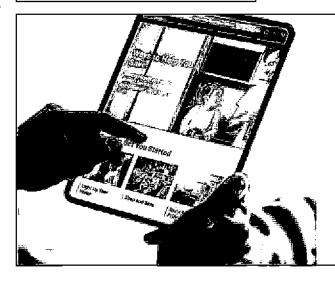
METERIREADINGINEORMATION					
METER 62584849	Read Dates: 04/24/24 - 05/23/24 (29 Days)				
DESCRIPTION	CURRENT READING PREVIOUS READING USAGE				
Total Energy	96 9 36 Actual	96936 Actual	0 k Wh		

ELECTRICITY CHARGES	RATE: R	Residential Service	
DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$12.45
Residential Service	0 kWh	\$0.0988 4 2	\$0.00
Fuel Cost Factor	0 kWh	\$0.01516 6	\$0.00
Fuel Cost Factor	0 kWh	\$0.014978	\$0.00
EECRF Rider	0 kWh	\$0.001198	\$0.00
AMS Cost Surcharge			\$1.93
Rider Deferred Exp			\$0.09
Subtotal			\$14.47
Franchise Fee		3.00%	\$0.43
Sales Tax			\$0.22
Total			\$15.12

START YOUR SUMMER ENERGY SAVINGS PLAN—TODAY.

Before the summer heat hits, sign up for Saver's Switch to reduce your energy usage. This free program helps manage peak electricity demand by reducing central air usage. Saver's Switch participants report hardly noticing it's on as your fan will continue circling cool air. Plus, enjoy annual savings on your electric bill.

For more information, visit xcelenergy.com/SaversSwitch or call 800-895-4999.



WANT HELP MANAGING YOUR ENERGY BILL?

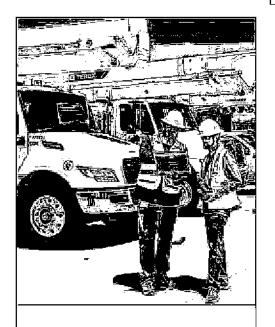
Let us help you manage your bill. From bill stabilization, to payment assistance, and checking your usage rates, we have solutions that are right just for you.

Find out more at xcelenergy.com/WaysToSave.





SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE		
	878840267	05/23/2024	\$3,529.49	



ENERGY YOU CAN COUNT ON.

We're proud to provide reliable energy to your community, whether in your home or at your business. We work to keep costs low as we focus on the safety and reliability of the electric and natural gas systems that serve you, while transitioning to cleaner energy.

Learn more at xcelenergy.com.



STAY AWAY, STAY SAFE.

Always assume that electric lines and equipment are energized, even if they do not appear to be "live". Stay at least 25 feet away from downed lines.

Learn more at xcelenergy.com/Safety.

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1939	24 hours, 7 days a week	General Inquiries*	Payments
Natural Gas Emergencies:	800-695-2999	24 hours, 7 days a week	Xcet Energy	Xoel Energy
Residential Customer Service:	800-895-4999	7 a.m.– 7 ρ.m.; Mon.–Fri. 9 a.m.,- 5 p.m., Sat.	PO Box 8 Estu Claize, WI 54702-0008	PO Box 660653 Dellas, TX 75266-0553
Business Solutions Center."	800-481-4700	S.a.m. ~ 5 p.m., Mon. ~ Fri.	xcelenergy.com	Please include stub for
TTD/JTTY	800-89 5- 49 49	24 hours, 7 days a week	. 30	loster processing.
Call Before You Dig	811	24 hours, 7 days a week		

^{*}Register any inquiry or complaint at the above address or phone number.

GENERAL INFORMATION

Governing Regulatory Agency

The Public Utility Commission of Texas regulates Southwestern Public Service Company doing business as Xcel Energy and is available for mediation: PUCT: 1701 N. Congress Ave., Austin, TX 78701; email customer @puc.texas.gov; website puc.texas.gov

Payment Responsibility

If the name on the front of your bill is not that of a person or business who has payment responsibility, cell Xcel Energy at 300-895-4999.

IMPORTANT ADDRESSES

Estimated Bills

Xeel Energy makes every effort to read your meter each month. If no reading is taken, Xeel Energy estimates your month's bill based on previous energy use.

ABOUT YOUR ELECTRIC RATES*

Hates and other items on your bill are regulated by the Public Utility Commission of Texas (PUCT).

Two lines showing the same charge may appear as we move from summer to whiter rates, and when PUCT approved factors or rates change within a billing cycle.

AMS Cost Surcharge

This surcharge recovers the cost of providing smart meters and some of the supporting infrastructure to customers, as approved by the Public Utility Commission of Taxas. In addition to ineight into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit westerneigy.com/SmartMeter.

Comone

Tracks the peak use or highest demand for electricity, measured in kilowatts (kWs), during a billing cycle. Xeel Energy must build its power system to reliably deliver a customer's highest electricity need when they "demand" it.

FECRE Rider

The Energy Efficiency Cost Recovery Factor Rider recoups a calendar year's cost to deliver energy efficiency programs to all Xeel Energy-Toxas retail customers, as approved by the PUCT. Visit scelenergy comfor more information about energy efficiency offerings.

Franchise fee

Xccl Energy has franchise agreements with the chies and towns where we provide electricity service. The franchise fee is for use of public rights of-ways for our electric system. Xccl Energy collects the franchise fee from our customers and pays that money to the cities and towns. The franchise fee is a separate line on your full and is besed on a percentage of your electricity use, as shown on the Subtotal line of the bill.

Fuel Cost Factor

This is the cost of fuel to generate electricity, represented by a rate factor than is the cost of fuel and some generation resources, such as natural gas, coal, wind, solar and purchased power. The PUCT prohibits Xeal Energy from making a profit on these costs, which are passed on to customers on a dollar-for-dollar basis without any mark-up. The charge is assessed per knowatt-hour (kWh) used.—Fuel Cost Factor times kilowatt-hours used equals the Fuel Cost Factor charged. Please note: The Fuel Cost Factor can be pro-rated into two components on customer bills. Any changes to the Fuel Cost Factor are effective on the first day of a coloniar month, and most statements cover services delivered in more than one calendar month.

fuel Cost True-up (surcharge/refund)

Xeal Energy occasionally bills a fixed monthly Feel Cost Surcharge or Refund, which must be approved by the PUCT. The actual monthly fuel costs collected through the Fuel Cost Factor, while as accurate as possible, occasionally under-or over-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the FUCT may grant Xeel Energy permission to recover the higher cost with a Surcharge. When the cost for fuel is lower than estimated, the PUCT may grant us permission to credit back or Refund the lower cost to customers. Whother a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

H-AMAP

One kilowatt-hour (KWh) is a unit of electrical usage that equals 1,000 watte of electricity used for one hour. This is enough electricity to light a 100-wait light bulb for 10 hours.

Read Dates

Represents the dates your motor was read by Xgel Energy. The Read Dates form the billing period, identified on your bill as the Previous Reading and Current Reading. The number of days in a billing period vary depending on your billing cycle and days in a morth. Please note: Xcel Energy makes every effort to read your meter each month. If no reading is taken, Xcel Energy estimates your month's bill based on previous energy use.

Rider BCF

Cost recovery for amounts associated with filing PUCT requests to recover Xgal Energy's investments in the reliability, safety and efficiency of the electric system.

Sales Tax

Reflects the required state, city and county sales taxes based on your electricity use shown on the Subtotal line of the bill.

Service Availability

A flat fee applied each month regardless of the amount of kilowatt-hours (kWh) used. This charge is intended to cover the miniphum cost of supplying electric service for your rate class. It covers mater reading, some equipment and castomer service.

Rate

Indicates your customer class. Customer classes are formed to accurately reflect the wide variety of usage characteristics among customers. Associated bill charges are represented by a Rate factor times Usage Units in kilowett-hours kW/h). The flate factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular oustomer class, and must be approved by the PUCT.

Due to seasonal cost differences, Residential Service customers will see different rates for summer, June 1–Sept. 30) and non-summer months (Oct. 1–May 31). The eight non-summer months have two rates: one for usage 1–899 kWh; and a second lower rate for usage above 899 kWh.

Total Energy/Usage

The quantity of electricity consumed during the billing period.

Trans Cost Recovery

An interim charge approved by the PUCT to recover electric transmission system costs.

*Some terms may not apply to your particular bill and customer class.

More information can be found on scelenergy.com/Payment.

PAYMENT OPTIONS: Learn more at xcelenergy.com/Payment

Standard Payment Options: (No fees apply)

- My Account/eBill/Mobile App View/pay your bill electronically, view energy usage and access account information.
- Auto Pay Automatically pay your bill directly from your bank account.
- Pay By Phone Make your payment by phone from your checking or savings secount by calling 800-895-4999.
- Pay By Mail Return the enclosed envelope and attached bill stub with your payment. Apply proper postage.
- . Bank View and Pay View and pay your bills online through a third-party yearder.

Other Payment Options (Third-party fees will apply. Xoel Energy does not collect nor benefit from these fees,)

- Credit/Debit Card Payment = Fay with your credit or debit card electronically
 in My Account/e8itt/Mobile App, or by calling \$33-660-1365; A processing fee
 may apply for each credit/debit card payment.
- Pay Stations Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.
- Electronic Check Conversion When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account on to process the payment as a check transportion.





Notification of formal complaint Docket # 57792 Public Utilities Commission of Texas

From Ronnie Ramirez <ron.r.ramirez@outlook.com>

Date Tue 3/11/2025 6:39 PM

To claimsdpt@xcelenergy.com <claimsdpt@xcelenergy.com>

@ 4 attachments (16 MB)

Complaint and Commission direction.zip; Excessive fees.zip; Payments.zip; Residential charges recent.zip;

Please find attached the formal complaint submitted to the Public Utilities Commission of Texas and the Commission response and direction to the complainant. Docket number has been assigned as 57792. Fax transmission to the numbers obtained from customer service are not correct or will not accept the transmission. Please disregard the service by fax section as this will serve as the service of the complaint. Certified mail complaint will also be used as alternative method of service. If you have any questions you can contact me at (806) 507-5029 or

Ron., R. Ramirez@outlook.com

Thank you, Ronnie Ray Ramirez



SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RO ST	54-001338	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	AMOUNT'DUE	
	912224219	01/24/2025	\$2,711.58	

Your Account is Overdue - Please Pay Immediately

YOUR MONTHLY ELECTRICITY USAGE SUMMA



DAILY AVERAGES	Last Year	This Year
Temperature	37° F	40° F
Electricity kWh	7.1	28.8
Electricity Cost	\$2.07	\$3.87

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

Please Call: 1-800-895-4999
Español: 1-800-687-8778
Or write us at: XCEL ENERGY

PO BOX 8

EAU CLAIRE WI 54702-0008

Like us on Facebook





SUMMARY OF CURRENT CHARG	ES (detailed charges begin on page 2)
--------------------------	---------------------------------------

Electricity Service	12/23/24 - 01/24/25 920 kWh	\$1 23.82
Current Charges		\$123.82
ACCOUNT BALANCE	(Balance de su cuenta)	
Previous Balance	As of 12/23	\$2,587.76
No Payments Received		\$0.00
Balance Forward		\$2,587.7 6
Current Charges		\$1 23.82
Amount Due (Cantidad	a pagar)	\$2,711.58

INFORMATION ABOUT YOUR BILL

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

PETURN 303TOM PORT ON WITH PAYMENT CHLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



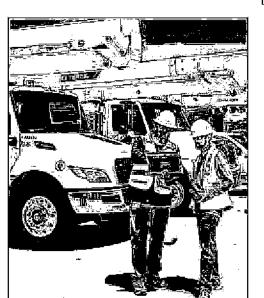
ACCOUNT NUMBER	DUE DATE	AMOUNT'DUE;		ÄŘ,	IÓÛŅ	T EN	ÇLŌŚ	ĒD.	
54-0013365614-0	02/10/2025	\$2,711.58							
Please remit to the a	,	e Due Date to avoid	Š.	M	FE	BRUA W		IF	i\$
	late payment lees. check payable to XC	EL ENERGY	2	3	4	5	6	7	1 8
			9	10	11	12	13	14	15
			16	17	18	19	20	21	22
dedlinalli			23	24	25	26	27	28	

RONNIE RAMIREZ 1105 S 3RD ST SLATON TX 79364-5617

դովկլովորիկրդկկկկիլևդլակիակիակիկկրդի XCEL ENERGY P.O. BOX 660553 DALLAS TX 75266-0553



SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE		
	912224219	01/24/2025	\$2,711.58	



SERVICE ADDRESS: 1105 S 3RD ST SLATON, TX 79364-5617

NEXT READ DATE: 02/26/25

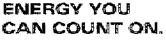
ELECTRICITY SERVICE DETAILS

 PREMISES NUMBER:
 300396462

 INVOICE NUMBER:
 1157865969

METERIREADINGINEORMATION					
METER 62584849	Read Dates: 12/23/24 - 01/24/25 (32 Days)				
DESCRIPTION	CURRENT READING PREVIOUS READING USAGE				
Total Energy	4 6 58 Actual	3738 Actual	920 k Wh		

ELECTRICITY CHARGES	RATE: R Residential Service		
DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$12.45
Residential Service	21 kWh	\$0.059573	\$ 1.25
Residential Service	899 kWh	\$0.098842	\$88.86
Fuel Cost Factor	920 kWh	\$0.014978	\$13.77
EECRF Rider	230 kWh	\$0.001198	\$0.28
EECRF Rider	690 kWh	\$0.001567	\$1.08
Rider Deferred Exp			\$0.73
Base Rate True-up			\$2.95
Dstrbutn Cost Recvry	920 kWh	\$0.003919	\$3.61
FuelCost True-up	230 kWh	- \$0.037009	- \$8.51 CR
FuelTrue-up Int	230 kWh	\$0.000170	\$0.04
AMS Cost Surcharge			\$1.93
Subtotal			\$118.44
Franchise Fee		3.00%	\$3.55
Sales Tax			\$1.83
Total			\$123.82



We're proud to provide reliable energy to your community, whether in your home or at your business. We work to keep costs low as we focus on the safety and reliability of the electric and natural gas systems that serve you, while transitioning to cleaner energy.

Learn more at xcelenergy.com.



STOP WINTER AIR IN ITS TRACKS

Cold air leaks can inflate your heating and energy costs. Insulate doors, windows, and anywhere air can escape.

Get more tips at xcelenergy.com/EnergySavingTips.





SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE		
	912224219	01/24/2025	\$2,711.58	

Save energy and money this season

Colder weather is here, and now is the time to get your home ready for the heating season. Staying warm and cozy at home can increase your energy bills, but luckily it doesn't have to. Simply upgrade to energy-efficient heating equipment around your home and keep those winter energy bills low.

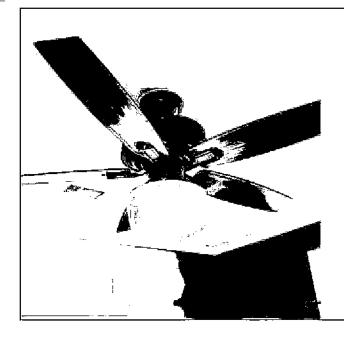
Visit xcelenergy.com for seasonal efficiency tips and to learn more about Xcel Energy's energy efficiency programs.



STAY AWAY. STAY SAFE.

Always assume that electric lines and equipment are energized, even if they do not appear to be "live". Stay at least 25 feet away from downed lines.

Learn more at xcelenergy.com/Safety.



ENERGY SAVING TIP.

Stay comfortable all year long by adjusting your ceiling fan seasonally. Set yours to run clockwise in winter to push warm air down from the ceiling.

To find more energy saving tips, visit xcelenergy.com/EnergySavingTips,

IMPORTANT PHONE NUMBERS.

Electric Emergencies:	800 895-1999	24 hours, 7 days a week	្វិតពេក្ស loguires*
Matural Gas Emergencies:	800-895-2999	24 hours, 7 days a week	Xcal Energy
Residential Customer Services	800-895-4929	7 a.m 7 p.m., MonFri. 9 a.m 5 p.m., Sat.	PO 65x 8 Sac Claire, WI 54702-0008
Business Solutions Center."	800-481-4700	Sa,m, –5 p.m., Mon, – Fri,	жевјеверуксото
Telecommunications Relay Service -TRS	711	24 hours, 7 days a week	
Call BafareYou.Okg	g 11	24 hours, 7 days a week	

IMPORTANT ADDRESSES

7 41 10 1	enter that the street enter a street enter a
General loquides*	Payments
Xcel Energy	Xcel Energy
PO 8px 3 Sile Claire, WI 54702-0008	PØ Box-860553 Dellas, IX 75266-0553
	Please include stub for
жея ёмягомдот	flaster processing.

^{*}Register any inquiry or complaint at the above address of phone number.

GENERAL INFORMATION

Governing Regulatory Agency

The Public Utility Commission of Toxes requisites Southwestern Public Scretce Company doing business as Xeel Energy and is available for mediation; PUCI; 1701 N. Congress Ave., Austin, TX 78701; email customer@puc.texts.gov; yvpbsits puc.texts.gov

Payment Responsibility

If the name on the front of your bill is not that of a person of business who has payment responsibility, call Xeel Energy at 800-895-4899.

Feilmaied.#Iffe

Xeel Energy makes every effort to read your moter dach month. If no reading is taken, Xee Energy estimates your months bill based on previous energy use,

ABOUT YOUR ELECTRIC RATES?

Releasing other people on your bill aforequiated by the Pablic Utility Cogninission of Taxes (FUCT)

Two lines showing the same change in a suppers as we move from senting to White raise, and when PUSE approved tackets of rates change within a billing cross-

AMS Cost Surcharge

This sundrarge recovers the cost of providing smart meters and some of the supporting infrastructure to customers, as approved by the Public Utility Commission of Texes. In addition to marght into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit scelenergy com.

Domand

Tracks the pack use or highest demand for electricity, measured in fillewatts IKWs), during a billing cycle. Xeel Energy must build its power system to reliably deliver a continuer's highest electricity need when they "damand" it.

DORE Bidar

The Distribution Cost Recovery Factor recovers investments in essential intrastructure that delivers electricity to customers, jackeding substations, transferreers, jover largs, protective devices, circulis and other equipment on the grid. The rider can be adjusted up to twice annually end appears as a separate line-item on your bill "Distribut Cost Recover".

EECRF Rider

The Energy Efficiency Cost Recovery Factor Rider recoups a calendar year's cost to deliver energy efficiency programs to all Xest Energy-Texas retail castomers, as approved by the PUCT, Visit exacelenergy.com for more information about energy efficiency offerings.

Franchise fee

Xeal Energy has franchise agreements with the cities and towes where we provide algoratory service. The franchise has is for use of public righter of ways for our assemble regitem. Xeal Sheing collects the franchise fee from our customers and pays that money to the cities and towns. The franchise fee is a separate line on your bill and is based on a percentage of your electricity use, as shown on the Subtorial line, of the ball.

Feel Cost Factor

This is the cost of fuel to generate electricity, represented by a total factor that is this cost of fuel and some generation resources, such as actural gas, cost, wind, solar and purchased power. The FUCT prohibits Xool Energy from making a profit on these costs, which are passed on to customers on a delign-for-dollar basis without any mark-up. The charge is assessed jest kilowatt-hour [XWa] used — Fuel Cost Factor three kilowatt-hours used equals the first Cost Factor Chargest. Please about The first Cost Factor can be pre-eased into two components on customer bills. Any changes to the Fuel Cost Factor can be pre-eased into two components on customer bills. Any changes to the Fuel Cost Factor can be pre-eased into two components on customer bills. Any changes to the Fuel Cost Factor date effective on the first, day of a calendar month, and most statements cover estimates delivered in regire than one calendar month.

Fuel Cost True; up (surcharge/refund)

Xeel Energy occasionally bittle a fixed anonthly Fuel Cost Surcharge or Refrand, which must be approved by the PUCT. The actual monthly fuel costs collected through the Fuel Cost Factor, while as accurate as possible, occasionally under-on over-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the PUCT may grant Xeel through permission to recover the higher cost with a Surcharge. When the cost for fuel

Is lower than estimated, the PUCT may grant us permission to credit back or Referred the lower cost to customers. Whether a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

kWh

One killuwethbour (kWh) is a unit of electrical esage that squass 1,000 watts of electricity used for oxid hour. This is enough electricity to light a 100-watt light built for 10 hours.

Read Dates

Represents the dates your mater was read by Xool Energy. The Read Dates form the billing period, identified on your bill as the Previous Reading and Current Reading. The number of days in a tation, period very dapointing on your billing cycle and days in a month. Pleaso note: You! Energy makes every effort to read your mater each month, if no reading is taken. Xoe! Energy estimates your month's little based on previous energy use.

Bider BCE

Cost recovery for amounts associated with filling PUCT requests to recover Xdel Energy's Investments in the reliability, safety, and efficiency of the electric system.

Sales Ta:

Reflects the required state, dity and county eaks taxes based on your electricity use shown on the Subtotal line of the bill.

Service Availability

A flat he applied each month regardless of the amount of kilowett-hours kWh) used. This charge is intended to cover the minimum cost of supplying electric service for your rate class. It covers make reading, semic equipment and customer service.

Rate

indicates your customer class. Customer classes are formed to accurately reflect the vide voicety of usage characteristics training outgoners. Associated bill charges are represented by a Rate factor times Usage Units in Novatt-hours (NWh). The Rate factor corresponds to the coats to deliver electricity safety, reliably and efficiently to your particular costomer class, and must be upproved by the PUCT.

Desito seusonal cost differences, Residential Service customera will see different rates for simmer (June 1-Sept. 30) and non-surames months (Oct. 1-Mey 31). The eight non-suramer months have two rates: one for eagly 1-899 kWh, and a ecopid lower rate for eagly above 899 kWh.

Total Energy/Usage

The quantity of elegicity consumed during the billing paglod.

Trans Cost Recovery

An interior charge approved by the PUCT to recover electric transmission system costs,

Some terms may not apply to your particular bill and customer class. More information as the found on stellar ergy com.

FAYMENT OPTIONS* Lead

Standard Payment Options: (No fees apply)

- My Account/eBill/Mobile App Viewgay your bill electronically, view energy usage and account information.
- Auto Pay Automatically pay your bill directly from your bank account.
- Pay By Phone Make your payment by phone from your checking or sayings, account by calling 809-896/4999.
- Pay By Mail Return the enclosed sayelope and attached bill such with your payment. Apply proper postega.
- Bank View and Pay View and pay your biffs online strough a third-party version.

Learn more at xcelenergy,com.

Other Payment Options

(Third-party fees will apply. Xcel Energy does not collect nor benefit from these tees.)

- Csetäit/Debis Card Payment Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-680-1365. A processing fee may apply for each credit/debit card payment.
- Pay Stations Pay your bill in-person at a location near you. A processing feets
 that ped for payments enacts at a pay station.
- *Electronic Check Conversion When you provide a check as payment, you authorize us of their to use information from your check to inside a end time electronic fund transfer from your account or to process the payment as a check transaction.





YOUR MONTHLY ELECTRICITY USAGE

N D J F M A M J J A S O N

Last Year

52° F

0.0

\$0.00

SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER			
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	54-0013365614-0		54-0013365614-0 12/ 0	
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE			
	854232465	11/21/2023	\$3,320.23		

Your Account is Overdue - Please Pay Immediately

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

DOMESTICE OF CONTINE	Total Arta Lo (actailed charges begin on page 27	
Electricity Service	10/20/23 - 11/21/23 1156 kWh	\$1 51.81
Current Charges		\$151.81
ACCOUNT BALANCE (B	alance de su cuenta)	
Previous Balance	As of 10/20	\$3,168.42
No Payments Received		\$0.00
Balance Forward		\$3,168.42
Current Charges		\$1 51.81
Amount Due (Cantidad a p	pagar)	\$3,320.23

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com

DAILY AVERAGES

Temperature

Electricity kWh

Electricity Cost

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

Please Call: 1-800-895-4999
Español: 1-800-687-8778
Or write us at: XCEL ENERGY

PO BOX 8

EAU CLAIRE WI 54702-0008

Like us on Facebook





INFORMATION ABOUT YOUR BILL

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

PETURN 303TOM PORT ON WITH PAYMENT CHLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE;		"Aņ	VÕÕIV	ILEN	gros	1	
54-0013365614-0	12/08/2023	\$3,320.23							
Please remit to the a		e Due Date to avoid	Š.	M	IDE	CEME W-		F	i\$:
Make your o	late payment lees. Make your check payable to XCEL ENERGY		3 10	4	5 12	6 13	7 14	1 8: 15	2 9 16
լիՄՈրոելՈնդիդիկյացիի			17 24	18 25	19 26	20 27	21 28	22 29	23 30
			31						

1105 S 3RD ST SLATON TX 79364-5617

յովկլովորիկորկկնիկներինկլոնկլոնկինկիրկիրիկ XCEL ENERGY P.O. BOX 9477 MPLS MN 55484-9477

SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RO ST	54-001336	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE		
	854232465	11/21/2023	\$3,320.23	

SERVICE ADDRESS:

1105 S 3RD ST SLATON, TX 79364-5617

NEXT READ DATE:

ELECTRICITY SERVICE DETAILS

12/26/23

 PREMISES NUMBER:
 300396462

 INVOICE NUMBER:
 1075902580

METERIREADINGINEORMATION					
METER 62584849	Read Dates: 10/20/23 - 11/21/23 (32 Days)				
DESCRIPTION	CURRENT READING PREVIOUS READING USAGE				
Total Energy	93003 Estimate	91847 Estimate	1156 k Wh		

ELECTRICITY CHARGES	RATE:	R Residential Service	
DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$11.40
Residential Service	257 kWh	\$0.0564 40	\$14.51
Residential Service	899 kWh	\$0.093644	\$84.19
Fuel Cost Factor	1156 kWh	\$0.01516 6	\$17.54
EECRF Rider	1156 kWh	\$0.001284	\$1.48
Rider RCE			\$0.27
FuelCost True-up	1156 kWh	\$0.004536	\$5.24
FuelTrue-up Int	1156 kWh	\$0.000015	\$0.02
FuelCost True-up	1156 kWh	\$0.007395	\$8.55
FuelTrue-up Int	1156 kWh	\$0.000067	\$0.08
AMS Cost Surcharge			\$1.93
Subtotal			\$145.21
Franchise Fee		3.00%	\$4.35
Sales Tax			\$2.25
Total			\$151.81

INFORMATION ABOUT YOUR BILL

This bill reflects an estimate. We are committed to obtaining monthly actual meter readings. At times circumstances may prevent us from obtaining an actual read. If you feel this estimate is above or below your average billing this will be corrected when we obtain an actual reading.



DON'T GET SCAMMED.

Scammers can spoof phone numbers to look like the call is coming from us. If someone calls and threatens to turn off your power if you don't pay immediately, or asks for your account number to refund an overpayment, hang up and check your account status using My Account, our Xcel Energy mobile app, or call us at 800-895-4999.



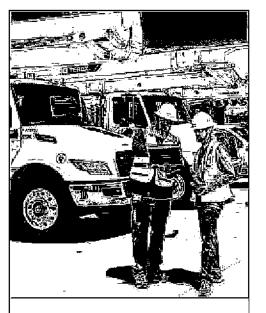
DON'T WAIT! ENERGY ASSISTANCE AVAILABLE NOW!

Do you know someone who may need help paying their energy bills? Thousands of qualified households have benefited from Home Energy Assistance Programs in the past year. Energy Assistance is used to lower the burden of monthly energy costs. Funds can be used for heating and electric costs as well as energy crisis situations.

Xcel Energy wants to connect our customers with all the resources available. To learn more about energy assistance programs available in your area, please visit xcelenergy.com/EnergyAssistance.



SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER		
RONNIE RAMIREZ 1105 S 3RD ST	54-001336	54-0013365614-0		
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT NUMBER STATEMENT DATE		
	854232465	11/21/2023	\$3,320.23	



There's always time to save energy and money

Winter is right around the corner, and now is the time to get your home ready for the heating season. Staying warm and cozy at home can increase your energy bills, but luckily it doesn't have to. Simply upgrade to energy-efficient heating equipment around your home and keep those winter energy bills low.

Visit xcelenergy.com for seasonal efficiency tips and to learn more about Xcel Energy's energy efficiency programs.

ENERGY YOU CAN COUNT ON.

We're proud to provide reliable energy to your community, whether in your home or at your business. We work to keep costs low as we focus on the safety and reliability. of the electric and natural gas systems that serve you, while transitioning to cleaner energy.

Learn more at xcelenergy.com.



ENROLL IN AUTO PAY

NO LATE FEES, NO WORRIES.

With Auto Pay, payments post to your Xcel Energy account on the due date.

Sign and return this form, along with your check and bill stub, in the remittance envelope. Money orders do not qualify. Automated Bank Payments appear on your billing statement to ensure your enrollment is in effect.

To enroll in Auto Pay online, visit xcelenergy.com/AutoPay, or scan the QR code to visit our Auto Pay enrollment page. For more information call 800-895-4999.

Authorized signature

Signature above must match name on the bank account.

Xeel Energy account number See page 1 of bill statement

Date

Lauthorize Xeel Energy to mitiate transfers from the bark-account indicated on the enclosed check to make monthly gayments on thy Xeet Energy account on my due mate. This authority will remain in effect until I notify Xeel Energy, or Xeel Energy notifies me, of the seed to cancel the enrollment. I understand that a new authorization is required if I change my bank account, ? have kapt a record of this authorization.



IMPORTANT PHONE NUMBERS

Elactric Emergencies:	800,8 95-1999	24 hours, 7 days a week
Matural Ges Emergencies:	800-895-2595	24 hours, 7 days a week
Rasichupal Contomer Services	800-895-4999	7 р.т 7 р.т., Меж-Реј; ј 9 алп 5 р.т., Şek
Business Solutions Center:*	800-481-4700	8 a.m. – 5 p.m., Mon. – Fri.
Call Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

General inquirles* Xest Energy PO Box 8 Eau Claire, WI 54702-0008

scelenergy.com

Payments **Xcel Energy** PQ Box 9477 Minneapolfe, MN 55484-9477

Picese include stub for feator processing.

GENERAL INFORMATION

Governing Regulatory Agency

The Public Willity Commission of Texas regulates Southwestern Public Service. Company doing business as Xoal Energy and its valiable for mediation. PUCT: \$701 M. Congress Aya., Austin, TX 78701; amail customer@puc.ts.as.gov; website publicitexes,gov

Payment Responsibility

If the name on the front of your bill is not that of a person or business who has psyment responsibility, dall Xcel Energy at 600-606-4609.

Most Energy makes systyleffort to read your mater each month. If no reading is taken. Xoel Energy estimates your month's bill based on previous shargy use.

ABOUT YOUR ELECTRIC RATES!

Action in the standard of the

AMS Cost Surcharge

Thereurcharge recovers the coat of providing smort meters and some of the supporting infrastructure to customers, as approved by the Public Utility Commission of Texasalpet like energy use and how to makage it, smart motors will help with fester outage response. For more information, visit xeelenbrgy.com/Smart/Astor.

Tracks the peak use or highest demand tor electricity, measured in kitewatte (kWs), during a biffing cycle. Xoof Energy must build its provonsystem to reliably deliver a customer's bightest electricity need when likey "demand" it.

The Energy Efficiency Cost Recovery Factor Rider records a calendar year shost to deliver energy efficiency programs to all Xeet Energy Texas retail customers. as approved by the PUCT. Visit xeelening y com for more information about energy efficiency offerings

Xoaf Energy has frenchise agriciment's with the cities and lowers where we provide electricity service. The frenchise fee is to use of public rights of way's for our electric system. Xdel Energy collects the transfilse fee from our customers and pays that money to the cities and towns. The franchise fee is a superate line on your bill and is based una percentage of your electricity use, as shown on the Subtotal line of the bill.

This is the cost of fuel to generate electricity, represented by a rate factor that is the cust of fizer and some generation resources, such as natural gas, cost, wind, solar and purchased prover. The PDCT prohibits Xret Energy from making a profit on these costs; which are passed on to customers on a dollar-for dollar besis without my mark-up. The charge is assessed per tillowast-tour (kWII) used - Fire! Cost factor times kilowest-tiours gred equals the Fuel Cost Factor charged, Flease note: The Fuel Cost Factor can be pro-rated into two components on castomer bills. Any changes to the Fuel Gust Factor are effective on the first day of a calendar month, and most otatements cover services. delivered in rocke than one calcudar month.

Fuel Cost Trae-up (sureliargo/refund)

Xeel Energy occasionally bills a fixed monthly fuel Cost Surcharge or Refund, which must be approved by the PUCT. The actual monthly fuel costs collected through the Fuel Cost Factor, while as accurate as possible, occasionally under- or over-collens the screet fuel and recourse costs. So, during periods when the cost for fuel is higher than estimated, the PUCT may grant Keel Eaergy permission to recover the higher cost withing Surcharge. When the cost for fuel is lower than estimated; the PUICT may grant as permission to credit hack or Refund the lower cost to customers: Whether a charge or credit, customers receive the amount through a Fuel Cost Sercharge or Hafund.

Ose kilowatt-hous (kWh) is a unit of electrical usage that equals 1,000 watts of electricity each for one hour. This is priorigh clustricity to light a 100 west light bulb for 10 hours.

flearaceasts the dates your motor was read by Xeal Energy. The Read Dates form the billing period, identified on your bill as the Previous Roading and Current Reading. The aver but sizive griffich negy no griffung spyried very design and the spyried residual and seems month. Please riote: Xeel Energy markes every effect to read your moter each month. If no rawding is tokon. Neel Energy estimates your conth's fall basied an previous energy use:

. Čest roježovený for smprikktal estopických vojta filána PUCT seguesýs jo neobyer Xpel Emproy's igtivestates the in the reliability, slightly and officies by of the effective sympans.

fieli isste the required state, taly and county wates taxes based on your electricity use shown on the Subtotal line of the bill.

Service Availability

A flat the applied each month regardless of the apopint of kilowist-hours $\{aVV_i\}$ used. This charge is intended to cover the minimum cost of Republying electric service for your rate chase. It covers meter reading, some equipment and customer service.

Indicates your customer class. Customer classes are formed to accurately reflect the witte variety of usage characteristics among obstomers. Associated bill charges are réprésentée by a fiate factor times Dangé Unité la kilowatt-hours (kWh). The flate fector corresponds to the costs to deliver electricity safety; reliably and efficiently to your particular dustomer class; and must be approved by the PUCT.

ibue to seasonal cost differences. Résideadal Service querbaneze will see different rafos for summer (June 1–Sept. 30) and non-semmer months (Oct. 1–May 31). The eight-nos-summer months have two rates; oce for basge 1–899 kWh, and a second lower rate for usage above 899 kWh.

Total Energy/Usage

The quantity of electricity consumed during the billing period.

Trans Cost Hecovery

An interim charge approved by the POCT to recover alectric transmission system costs.

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PAYMENT OPTIONS" Learn more at xcelenergy.com/Payment

Standard Paymont Options: (No leas apply)

- My Account/e5iil/Webbie App View/pay your bill electronically, view eneagy usage and access account information.
- Auto Pay Automatically pay your bill directly from your bank addoing.
- Pay By Phone Make your payment by phone from your checking or savings occount by calling 800-895-4999.
- Pay By Mall Return the enclosed envelope and attached bill atub with your payment. Αρμίν μεούσε μοκίσμο.
- Bank View and Pay View and pay your bills online through a third-purty vendor,

Other Payment Options (Third-party Ferra will apply. Xeel Emergy does not collect nor bonafit from those fous.)

- Credit/Debit Card Payment Pay with your credit or debit card electronically for My Account/e8/II/Mobile App, or by calling 838-660-1366. A processing tee may apply for each credit/debit card payment.
- Pay Stations Pay your bill in-person at a logation near you. A processing fee is; cháige**d** far gayments made at a pay staiten.
- * Electronic Check Conversion When you provide a check as payment, you authorize its cities to use jatorai dem faoru vara chiscleta make a citie-sinae electroria faren facendes from valur account or to process the payment as a check transection.



^{*}Hegister any inquiry or complaint at the above address or phone number.

FORMAL COMPLAINT TO THE PUBLIC UTILITIES COMMISSION DOCKET NO. 57792

Complainant: Ronnie Ray Ramirez

1105 S 3rd St Slaton, TX 79364 (806) 507-5029

Ron.R.Ramirez@outlook.com

Against: Xcel Energy

Xcel Energy

P.O. Box 660553

Dallas, TX 75266-0553

Fax: 1(888)335-7976

Xcel Energy Corporate Office

414 Nicollet Mall

Minneapolis, MN 55401

Fax: 800-895-2895

March 11, 2025

Subject: Fraudulent Billing, Deceptive Practices, Unauthorized Charges, Improper Disconnection

I. INTRODUCTION

The Complainant hereby submits this formal complaint to the Public Utilities Commission (PUC) regarding Xcel Energy's fraudulent and deceptive billing practices, which have caused significant financial harm and undue hardship. Xcel Energy knowingly fabricated charges, engaged in improper billing, and refused to rectify clear discrepancies despite multiple attempts by the Complainant to resolve the matter amicably. Additionally, Xcel Energy has unlawfully disconnected service, violating Texas utility regulations, particularly during inclement weather.

The Complainant also submits a copy of this complaint to Xcel Energy and requests immediate corrective action to address these violations.

II. STATEMENT OF FACTS

Background

- The Complainant moved into 1040 W Division St, Apt B, Slaton, Texas, in February 2022.
- The property consists of two separate dwellings:



- Apt A: A two-bedroom, two-bathroom unit with central heating and air conditioning.
- Apt B: A converted hair salon, featuring one bedroom, one bathroom, and an open-plan kitchen/living area.
- Apt A was initially vacant, but the property owner-maintained power continuously for showings.

Billing Irregularities

- Despite separate meters for each dwelling, Xcel Energy improperly billed the Complainant for both units from March 2022 to February 2023.
- Xcel Energy acknowledged a credit due to the billing error; however, the credit was
 misleading as it was applied while Apt A remained on the account, effectively
 subsidizing another residence's unpaid usage.
- Xcel Energy failed to remove Apt A from the Complainant's account despite multiple disputes, even after the credit was applied, which absorbed any credit claimed as applied. The billing and credit suspiciously correlate.
- Upon moving to 1105 S 3rd St, Slaton, TX, the Complainant was issued a final bill of \$1,795.87 for Apt B, based on an estimated meter reading. The bill notes one meter, yet the charges document two residential charges.
- The balance of \$1,795.87 was transferred to the Complainant's new address, compounding the billing issues. The charges have been disputed since June 2022, and Xcel Energy maintained the erroneous billing allowing the complainant to pay for other resident's electrical services.
- Erroneous charges continue at the new residence, with evidence of two and three residence charges appearing on statements from June 2023, February 2024, and March 2024 without explanation of the added residential usage.

Improper Disconnection and Customer Harassment

- Xcel Energy refused to engage in dispute resolution, insisting the Complainant must pay without review.
- Service was unlawfully disconnected multiple times, including during extreme weather conditions.
- Mediation attempts with the South Plains Association of Governments (SPAG) failed due to Xcel's refusal to participate.



III. LEGAL VIOLATIONS

A. Fraudulent Billing and Deceptive Practices

- Violation of **Texas Utilities Code § 184.014(b)(6)**: Electric submetering is controlled by Xcel Energy, not the property owner, making them responsible for proper charge allocation.
- Violation of Texas Administrative Code § 25.142: Xcel failed to bill accurately based on individual meter readings.
- Charges for late fees, disconnection and reconnection fees are inappropriate as the bills were not paid by the residents of Apt A, and the complainant should not be responsible for fees associated with errors by the service provider.

B. Unlawful Disconnection

- Violation of PUC Disconnection Rules (Texas Administrative Code § 25.483):
 Prohibits disconnection during extreme weather; Xcel disconnected service in both extreme heat and freezing conditions.
- Violation of Texas Utilities Code § 39.101(a)(3): Guarantees fair, nondiscriminatory
 electric service. Xcel's billing failures and service disconnections constitute unfair
 practices.

C. Breach of Contract & Bad Faith

The agreement covered only Apt B, yet Xcel charged Apt A without consent.

D. Unjust Enrichment & Economic Injury

• Xcel Energy knowingly overcharged the Complainant, causing financial losses exceeding \$1,500.00 and additional hardships.

IV. REQUEST FOR RELIEF

The Complainant respectfully requests the following:

- 1. Immediate reconnection of power at 1105 S 3rd St, Slaton, TX.
- 2. Formal reprimand of Xcel Energy for deceptive and fraudulent billing practices.
- Full reimbursement for all improper charges, including payments made on behalf of Apt A and excessive fees.
- 4. Removal of all improper charges from the Complainant's current account.



- Independent audit of Xcel Energy's billing practices to prevent future misconduct.
- 6. **Compensation for financial hardship,** including expenses for alternative power sources and other related damages.

V. ATTACHED EVIDENCE

- Text messages with the property manager regarding the fire.
- Photographic evidence of faulty wiring, meter removal, and replacement.
- Xcel Energy billing statements proving improper charges.
- Screenshot online account as of March 11, 2025, "to Avoid Disruption" and disconnection notice was received March 7, 2025, two weeks after disconnection

VI. CONCLUSION

Xcel Energy's actions demonstrate clear intentional and malicious billing errors, violating multiple consumer protection laws. The Complainant has exhausted all reasonable avenues for resolution. It is imperative that the Public Utilities Commission intervenes immediately to rectify this injustice and ensure Xcel Energy complies with Texas utility regulations.

Respectfully submitted,

3/11/2025 — REDEZDESZCODASC

Ronnie Ray Ramirez

1105 S 3rd St

Slaton, TX 79364

Ron.R.Ramirez@outlook.com

(806) 507-5029

Certification of Service

I certify that a copy of this complaint and all attached documents were sent to Xcel Energy Dallas and Xcel Corporate Office by fax and certified mail on March 11, 2025. The information provided is true and correct to the best of my knowledge.

Sent this day, March 11, 2025, by fax and certified mail.

3/11/2025

6BDF7D937CDD48C...
Ronnie Ray Ramirez

Complainant



Cc: Public Utilities Commission of Texas Docket Number 57792

TIR.



YOUR MONTHLY ELECTRICITY USAGE

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Last Year

48° F

0.0

\$0.00

SERVICE ADDRESS	ACCOUNT N	IUMBER	DUE DĂŢE:
RONNIE RAMIREZ 1105 S 3RD ST	54-001336	5614-0	04/13/2023
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	;AMOUNT'DUE
	821591135	03/27/2023	\$1,901.04

Your Account is Overdue - Please Pay Immediately

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

Electricity Service	02/24/23 - 03/27/23	623 kWh	\$105.17
Current Charges			\$105.17
ACCOUNT BALANCE	Balance de su cuenta)		
Previous Balance	As of 02/24		\$1,795.87
No Payments Received			\$0.00
Balance Forward			\$1,795.87
Current Charges			\$105.17
Amount Due (Cantidad a	pagar)		\$1,901.04

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com

DAILY AVERAGES

Temperature

Electricity kWh

Electricity Cost

Email us at: Customerservice@xcelenergy.com

Call Mon - Fri 7 a.m.-7 p.m. or Sat 9 a.m.-5 p.m.

1-800-895-4999 Please Call: Hearing Impaired: 1-800-895-4949 Español: 1-800-687-8778 Or write us at: XCEL ENERGY

PO BOX 8

EAU CLAIRE WI 54702-0008

Like us on Facebook





INFORMATION ABOUT YOUR BILL

SOUTHWESTERN PUBLIC SERVICE COMPANY

Temporary riders will appear on bills beginning Oct. 1. A Fuel Cost Factor, which ends March 31, reconciles expenses paid for fuel to generate electricity. These costs are passed through on a dollar-for-dollar basis. A Base Rate True-up, ending Sept. 30, 2023, collects unrecovered costs previously approved by regulators. For additional information, visit xcelenergy.com>Filings & Regulations>Rates

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

REJURNED TOMBOR DIVIDING HIS COURTAGE PARTYLES. • PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER DUE DATE AMOUNT DUE: AMOUNT ENCLOSED 54-0013365614-0 04/13/2023 \$1.901.04 Please remit to the address below by the Due Date to avoid S M Î late payment fees. Make your check payable to XCEL ENERGY 2 3 9 10 11 15 16 17 18 19 20 21 22 23 24 25 26 27 28 30

----- manifest line -----յուՄյրաիրիվայիկՈրՄյՍայիՄՄ<u>իակՈՄ</u>դիդՈւյիա

RONNIE RAMIREZ 1105 S 3RD ST

SLATON TX 79364-5617

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SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER	
RONNIE RAMIREZ 1105 S 3RD ST	54-001336	54-0013365614-0	
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	821591135	03/27/2023	\$1,901.04



DON'T WAIT! ENERGY ASSISTANCE AVAILABLE NOW!

Know someone who may need help paying their energy bills? Thousands of qualified hardworking households have benefited from home energy assistance programs in the past year. Energy assistance is used to lower the burden of monthly energy costs. Funds can be used for heating and electric costs as well as energy crisis situations.

Xcel Energy wants to connect our customers with all the resources available. To learn more about energy assistance programs available in your area, please scan the QR code.

We want to make

it easy for you to apply. SERVICE ADDRESS: 1105 S 3RD ST SLATON, TX 79364-5617

NEXT READ DATE: 04/26/23
ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 300396462 INVOICE NUMBER: 1027011399

METER READING INFORM	ATION		
METER 62584849		Read Dates: 02/24/23 - 03/27/23 (31 Days)	
DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	84117 Actual	83494 Actual	623 kWh

ELECTRICITY CHARGES	RATE: R Residential Service		
DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$11.40
Residential Service	623 kWh	\$0.093644	\$58.34
Fuel Cost Factor	623 kWh	\$0.021515	\$13.40
Rider RCE			\$0.17
EECRF Rider	623 kWh	\$0.001284	\$0.80
Base Rate True-up			\$6.74
FuelCost True-up	623 kWh	\$0.004536	\$2.83
FuelTrue-up Int	623 kWh	\$0.000015	\$0.01
FuelCost True-up	623 kWh	\$0.007999	\$4.98
FuelTrue-up Int	623 kWh	\$0.000015	\$0.01
AMS Cost Surcharge			\$1.93
Subtotal			\$100.61
Franchise Fee		3.00%	\$3.01
Sales Tax			\$1.55
Total			\$105.17





MARCH TOWARDS SAVINGS WITH DISCOUNTED LEDS

Leave your old and inefficient light bulbs behind and swap them out for ENERGY STAR® certified LED Bulbs. One ENERGY STAR bulb can save you about \$55 in electricity costs over its lifetime and lasts at least 13 years.

We provide discounts of up to \$3 per bulb at participating stores near you. Find them at xcelenergy.com/LightingDeals.



SERVICE ADDRESS	ACCOUNT N	ACCOUNT NUMBER	
RONNIE RAMIREZ 1105 S 3RD ST	54-0013365614-0		04/13/2023
SLATON, TX 79364-5617	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	821591135	03/27/2023	\$1,901.04



START YOUR SUMMER **ENERGY SAVINGS** PLAN-TODAY.

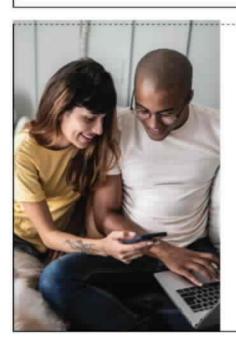
Before the summer heat hits, act now to reduce your energy use. Sign up for Saver's Switch. It's free and helps us better manage peak electricity demand by cutting back just a little on the time your central air works to cool your home. And because your fan keeps circulating cooled air, most Saver's Switch participants will say they don't even notice when it's on. Plus, you'll receive savings on your electric bill every year you participate in Saver's Switch.

To receive \$50 off your October electric bill, enroll today online at xcelenergy.com/SaversSwitch or call 800-895-4999.

Save energy and money this season

Colder weather is here, and now is the time to get your home ready for the heating season. Staying warm and cozy at home can increase your energy bills, but luckily it doesn't have to. Simply upgrade to energy-efficient heating equipment around your home and keep those winter energy bills low.

Visit xcelenergy.com for seasonal efficiency tips and to learn more about Xcel Energy's energy efficiency programs.





NO LATE FEES, NO WORRIES.

Enjoy the benefits of automatic payment withdrawal from your checking account. Your payment will automatically post to your Xcel Energy account on your due date.

To enroll, fill out the information below, cut off this form, and include it, along with your check and bill stub, in the remittance envelope. Money orders do not qualify. Watch for Automated Bank Payment to appear on your billing statement to ensure your enrollment is in effect.

To enroll in Auto Pay online, visit xcelenergy.com/AutoPay. For more information call 800-895-4999.

Authorized signature

Xcel Energy account number See page 1 of bill statement

Date

Signature above must match name on the bank account

I authorize Xoel Energy to initiate transfers from the bank account indicated on the enclosed check to make monthly payments on my Xcel Energy account on my due date. This authority will remain in effect until I notify Xcel Energy, or Xcel Energy notifies me, of the need to cancel the enrollment. I understand that a new authorization is required if I change my bank account. I have kept a record of this authorization.

IMPORTANT PHONE NUMBERS

Efastric Emergencies:	800-885-7999	24 hours, 7 days a week
Maisual Ges Emergencies:	800-895-2999	24 hours, 7 days a week
Residestial Costquaer Service:*	800×895-4999	7 a.m.= 7 p.stu., Max.=Fri. 9 a.m.= 5 p.stu., \$(4).
Business Solutions Center:*	800-481-4700	8 a.m 5 p.m., Man,-Fri.
Cail Before You Dig	811	24 hours, 7 days a week

IMPORTANT ADDRESSES

Geneval Inquiries^a Xeek Energy PO Box 8 Eau Claire, WI 54702-0008 sceleneray.com

Payments Xcel Energy PO Box 9477

Minneapolis, MN 36464-9477

Please include stub for fester processing

GENERAL INFORMATION

Governing Regulatory Agency

The Public Utility Commission of Texas regulates Southwestern Public Service Company doing business as Xeal Energy and is available for madiation. PUCT: ∀701 M. Congress Ava., Austin, TX 78701) email sestemar@puc.texas.gov; website cuctesas.cov

Payment Responsibility If the name on the front of your bill is not that of a parson or business who has payment responsibility, call Xcel Energy at 800-896-4999.

Xeel Energy reakes every effort to read your meter each ments. If no reading is taken, Xael Energy astimates your month's bill based on previous energy use.

ABOUT YOUR ELECTRIC RATES:

Plates and other liems on your bill are regulated by the Public Utility Commission of Texas (PUCT). Two lines afrawing the same whenge in avappear as we move high summer to whiter rates, and when PUCT approved factors or rates change within a billing cycle.

Demand

Tracks the peak use or highest domand for electricity, measured in kilowarts (kWs), during a billion cycle. Xcef Energy must build its power system to reliably deliver a customer's highest electricity need when they "demand"

The Exergy Efficiency Cost Recovery Factor Bider recoups a calendar year's cost to deliver energy efficiency programs to all Xsol Energy Texas retail customers, as approved by the PUCT. Visit xostenergy, or a for more information about energy efficiency offerings.

See! Encrow has francisise agreements with the cities and towns where we convide electricity service. The franchise fee is for use of public rights-of-ways for our electric system. Xoul Emergy collects the franchise fee from car customers and pays that money to the cities and towns. The franchise fee is a separate line on your bill and is based on a percentage of your efecticity use, as shown on the Subtotal line of the bill.

Fried Cost Factor

This is the cost of fuel to generate electricity, represented by a rate factor that is the onst of fuel and space granitation regerances, such as natural gas, root, wind, splan and purchased power. The PUCT problets Xeel Energy from making a profit on these costs, which are passed as to gustomers on a dollar-for-dollar basis without say exarking. The charge is assessed per kiloway-ivour (kWh) used – Feel Cost Factor times kilowatt-knors. used equals the Fuel Cost Factor charged. Please note: The Fuel Cost Factor can be pro-resed into-two companions on costoner bills. Asy changes to the Fast Cost Factor are effective on the first day of a religidatingfall, and most galactic entering cover services. dislivered in more than case calcular asonth.

Fuel Cost Surpharae/Refundi

Xeyl Energy accasionally bills a fixed monthly Fuel Sout Surcharge or Retend, which must be approved by the PUCT. The actual monthly fuel costs collected through the Fuel Cost Factor, while as accurate as possible, accesionally under- as ever-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the PUCT saley grant Xeel Suergy permission to recover the higher cost with a Surcharge. When the cost for fuel is lower than estimated, the PUCT may grant as permission to ared it back or Refund the lower chat to customers Whether a charge or credit, customers receive the amount through a Fuel Gost Serçiusign pr Befund.

One kilowasi-book (kWh) is a unit of electrical usage that equals 1,000 watts of electricity used for one hour. This is enough electricity to light a 100-wait light bulb for 10 hours

Represents the dates your meter was read by Xeal Energy. The Read Dates form the billing paried, identified on your bill as the Previous Reading and Current Reading. The number of days in a billing period very depending on your billing cycle and days in a month. Please note: Xoel Energy makes every effort to read your meter each month. If no reading is taken. Xeel Energy estimates your month's bill based on previous energy use.

Cost recovery for amounts associated with filling PUCT requests to recover Xost Energy's investments in the reliability, safety and officiency of the electric system.

Reflects the required state, city and enanty sales taxes based on your electricity use shown on the Subtotal line of the bill-

Service Availability

A flat for applied each mouth regardless of the personal of kilovestt-hours (XWh) used. This charge is intended to cover the minimum cost of supplying electric service for your rabbiolage. It covers meter reading, some equipment and obstonier service.

Indicates your customer class. Customer classes are formed to accurately reflect the wide variety of edge characteristics among customers. Associated hill charges are represented by a Pare factor times Usage Units in Silverits Factor (KWN). The Rote factor operesponds to the costs to deliver electricity safely, relighly and efficiently to your particular customer class, and mess be approved by the PUCT.

Due to seasonal cost differences, Residential Service customers will see different mass for summer (June 1∼Sept. 30) and non-scoomer months (Oct. 1∼May 31). The eight non-summer months have two rates; one for using 1-899 kWh, and a sicolar lewer rate for wange above 889 kWh.

Tétal Energy/Uságé

The sysantity of electricity consumed during the billing period.

An interim charge approved by the PUCT to recover electric transmission system costs.

^ySome terms may ant apply to your particular hill and customer class, Möse information can be found on arctenergy.com/gayment.

PAYMENT OPTIONS* Learn more at xcelenergy.com/Payment

Standard Pzyment Options: (No tees apply)

- My Account/eBliks/lobile App Viewpay your bill electronically, view energy usego. and access account information.
- Auto Pay ~ Automatically pay your bill directly from your bank account.
- Pay By Phone Make your payment by phone from your checking or savings account. by calling 800-895-4899.
- Pay By Mail Return the enclosed onvelope and attached bill stub with your payment. Арыім разрея розілась.
- Bank View and Pay View and pay your bills online through a third-parky vendor.

Other Payment Options (Third-party fees will apply. Xeel Exergy does not collect nor benefit from these fees.)

- Credit/Debit Card Payment Pay with your credit or debit card electronically in My Account/elsil/Mobile App, or by calling 833-680-1385. A processing fee may apply for each credit/debit sard payment.
- Pay Stations Pay your bill in-person at a location near you. A processing fee is charged for payments made at a pay station.
- *Électronic Check Conversion When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer. from your account onto process the payment as a check transaction.

^{*}Register any inquiry or complaint at the above address or phone number.