



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**

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.
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.

5. **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,

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
Submitted
on **3/3/2025 1:27:37 PM**

Control
Number *A new control number was requested.*

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

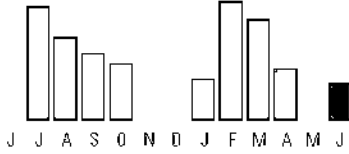
Submitted By Ronnie Ramirez
1105 South 3rd Street
1105 s 3rd st
slaton, TX 79364
(806) 507-5029
ron.r.ramirez@outlook.com (mailto:ron.r.ramirez@outlook.com)

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)



YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	75° F	79° F
Electricity kWh	38.0	19.8
Electricity Cost	\$6.21	\$4.81

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



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Follow us on Twitter



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SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	07/11/2024
	STATEMENT NUMBER	STATEMENT DATE
	883020773	06/24/2024
		AMOUNT DUE
		\$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 / Credits			\$55.83
Current Charges			\$154.00

ACCOUNT BALANCE (Balance de su cuenta)

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

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.

RETURN BOTTOM PORTION WITH PAYMENT ONLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
54-0013365614-0	07/11/2024	\$1,683.49	

Please remit to the address below by the Due Date to avoid late payment fees.

Make your check payable to XCEL ENERGY

JULY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

----- manifest line -----



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



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

32 54071124 00133656140 0000001540000000168349



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	07/11/2024
	STATEMENT NUMBER	STATEMENT DATE
	883020773	06/24/2024
		AMOUNT DUE
		\$1,683.49

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

METER READING INFORMATION

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 kWh

ELECTRICITY CHARGES

RATE: R Residential Service

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$12.45
Residential Service	155.25 kWh	\$0.098842	\$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
Recon Bus Hr Inside Lmt	Premise # 300396462	\$55.00
Sales Tax		\$0.83
Total		\$55.83



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	ACCOUNT NUMBER		DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0		07/11/2024
	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.

003578 2/2



06/24/2024

54-0013365614-0

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1898	24 hours, 7 days a week
Natural Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service*	800-895-4999	7 a.m. – 7 p.m., Mon.–Fri. 8 a.m. – 5 p.m., Sat. 8 a.m. – 5 p.m., Mon. – Fri.
Business Solutions Center*	800-481-4700	24 hours, 7 days a week
TDD/TTY	800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

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

IMPORTANT ADDRESSES

General Inquiries*	Payments
Xcel Energy PO Box 8 Eau Claire, WI 54702-0008 xcelenergy.com	Xcel Energy PO Box 660653 Dallas, TX 75266-0553 Please include stub for faster processing.

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@puct.texas.gov; website puct.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, call Xcel Energy at 800-895-4999.

Estimated Bills

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.

ABOUT YOUR ELECTRIC RATES*

Rates 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 winter 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 Texas. In addition to insight into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit xcelenergy.com/SmartMeter.

Demand

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

EECRF Rider

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

Franchise fee

Xcel Energy has franchise agreements with the cities and towns where we provide electricity service. The franchise fee is for use of public right-of-ways for our electric system. Xcel 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 bill and is based 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 that is the cost of fuel and some generation resources, such as natural gas, coal, wind, solar and purchased power. The PUCT prohibits Xcel 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 kilowatt-hour (kWh) used – Fuel Cost Factor times kilowatt-hours used equals the Fuel Cost Factor charged. Please note: The Fuel Cost Factor can be separated into two components on customer bills. Any changes to the Fuel Cost Factor are effective on the first day of a calendar month, and most statements cover services delivered in more than one calendar month.

Fuel Cost True-up (surcharge/refund)

Xcel 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-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the PUCT may grant Xcel 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. Whether a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

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 account 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 vendor.

kWh

One kilowatt-hour (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-watt light bulb for 10 hours.

Read Dates

Represents the dates your meter was read by Xcel 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 month. 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 RCE

Cost recovery for amounts associated with filing PUCT requests to recover Xcel 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 minimum cost of supplying electric service for your rate class. It covers meter reading, some equipment and customer 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 kilowatt-hours (kWh). The Rate factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular customer 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 xcelenergy.com/Payment.

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

- **Credit/Debit Card Payment** – Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-660-1365. 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 or to process the payment as a check transaction.

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](#) (https://www.xcelenergy.com/billing_and_payment/understanding_your_bill/bill_backer) and [Bill Inserts](#) (https://www.xcelenergy.com/billing_and_payment/understanding_your_bill/bill_inserts) on www.xcelenergy.com (<https://my.xcelenergy.com/>)



My Account (<https://my.xcelenergy.com/MyAccount/s/>)

Home (/MyAccount/s/)

Billing (

Search Payment Activity

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 TYPE	Payment: ONLINE ACCT MGMT
CHARGES	\$425.00
STATUS	POSTED PAYMENTS

DATE	JUL 31, 2023
PAYMENT TYPE	Payment: ONLINE ACCT MGMT
CHARGES	\$300.00
STATUS	POSTED PAYMENTS

[Display More](#)

Payment Options

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](#) 

<https://my.xcelenergy.com/s>

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[Terms & Conditions \(/MyAccount/s/terms-and-conditions\)](#)

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

[Accessibility \(https://www.xcelenergy.com/accessibility\)](https://www.xcelenergy.com/accessibility)

[Connect Blog \(https://stories.xcelenergy.com/\)](https://stories.xcelenergy.com/)



YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	69° F	71° F
Electricity kWh	28.1	10.01
Electricity Cost	\$4.54	\$0.52

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



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	06/10/2024
	STATEMENT NUMBER	STATEMENT DATE
	878840267	05/23/2024
		AMOUNT DUE
		\$3,529.49

Your Account is Overdue - Please Pay Immediately

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

Electricity Service 04/24/24 - 05/23/24 0 kWh \$15.12

Current Charges **\$15.12**

ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance As of 04/24 \$3,514.37

No Payments Received \$0.00

Balance Forward **\$3,514.37**

Current Charges \$15.12

Amount Due (Cantidad a pagar) **\$3,529.49**

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.

RETURN BOTTOM PORTION WITH PAYMENT ONLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
54-0013365614-0	06/10/2024	\$3,529.49	

Please remit to the address below by the Due Date to avoid late payment fees.

Make your check payable to XCEL ENERGY

----- manifest line -----



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



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

JUNE						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

32 54061024 00133656140 0000000151200000352949

003731 1/2

11



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
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		AMOUNT DUE
		\$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

METER READING INFORMATION

METER 62584849

Read Dates: 04/24/24 - 05/23/24 (29 Days)

DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	96936 Actual	96936 Actual	0 kWh

ELECTRICITY CHARGES

RATE: R Residential Service

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$12.45
Residential Service	0 kWh	\$0.098842	\$0.00
Fuel Cost Factor	0 kWh	\$0.015166	\$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 circulating 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 NUMBER		DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617		54-0013365614-0		06/10/2024
		STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
		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](https://www.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](https://www.xcelenergy.com/Safety).

003731 2/2



05/23/2024

54-0013365614-0

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1898	24 hours, 7 days a week
Natural Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service*	800-895-4999	7 a.m. – 7 p.m., Mon.–Fri. 8 a.m. – 5 p.m., Sat. 8 a.m. – 5 p.m., Mon. – Fri.
Business Solutions Center*	800-481-4700	24 hours, 7 days a week
TDD/TTY	800-895-4949	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

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

IMPORTANT ADDRESSES

General Inquiries*	Payments
Xcel Energy PO Box 8 Eau Claire, WI 54702-0008 xcelenergy.com	Xcel Energy PO Box 660653 Dallas, TX 75266-0553 Please include stub for faster processing.

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@puct.texas.gov; website puct.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, call Xcel Energy at 800-895-4999.

Estimated Bills

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.

ABOUT YOUR ELECTRIC RATES*

Rates 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 winter 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 Texas. In addition to insight into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit xcelenergy.com/SmartMeter.

Demand

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

EECRF Rider

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

Franchise fee

Xcel Energy has franchise agreements with the cities and towns where we provide electricity service. The franchise fee is for use of public right-of-ways for our electric system. Xcel 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 bill and is based 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 that is the cost of fuel and some generation resources, such as natural gas, coal, wind, solar and purchased power. The PUCT prohibits Xcel 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 kilowatt-hour (kWh) used – Fuel Cost Factor times kilowatt-hours used equals the Fuel Cost Factor charged. Please note: The Fuel Cost Factor can be separated into two components on customer bills. Any changes to the Fuel Cost Factor are effective on the first day of a calendar month, and most statements cover services delivered in more than one calendar month.

Fuel Cost True-up (surcharge/refund)

Xcel 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-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the PUCT may grant Xcel 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. Whether a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

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 account 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 vendor.

kWh

One kilowatt-hour (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-watt light bulb for 10 hours.

Read Dates

Represents the dates your meter was read by Xcel 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 month. 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 RCE

Cost recovery for amounts associated with filing PUCT requests to recover Xcel 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 minimum cost of supplying electric service for your rate class. It covers meter reading, some equipment and customer 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 kilowatt-hours (kWh). The Rate factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular customer 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 xcelenergy.com/Payment.



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 <claimsdp@xcelenergy.com>

 4 attachments (16 MB)

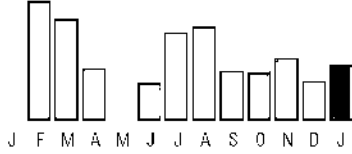
Complaint and Commission direction.zip; Excessive fees.zip; Payments.zip; Residential charges recent.zip;

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



YOUR MONTHLY ELECTRICITY USAGE



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



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	02/10/2025
	STATEMENT NUMBER	STATEMENT DATE
	912224219	01/24/2025
		AMOUNT DUE
		\$2,711.58

Your Account is Overdue - Please Pay Immediately

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

Electricity Service	12/23/24 - 01/24/25	920 kWh	\$123.82
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		\$2,587.76
Current Charges		\$123.82
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.

RETURN BOTTOM PORTION WITH PAYMENT ONLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
54-0013365614-0	02/10/2025	\$2,711.58	

Please remit to the address below by the Due Date to avoid late payment fees.

Make your check payable to XCEL ENERGY

FEBRUARY						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

----- manifest line -----



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



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

32 54021025 00133656140 0000001238200000271158



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	02/10/2025
	STATEMENT NUMBER	STATEMENT DATE
	912224219	01/24/2025
		AMOUNT DUE
		\$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

METER READING INFORMATION

METER 62584849

Read Dates: 12/23/24 - 01/24/25 (32 Days)

DESCRIPTION	CURRENT READING	PREVIOUS READING	USAGE
Total Energy	4658 Actual	3738 Actual	920 kWh

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



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](https://www.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](https://www.xcelenergy.com/EnergySavingTips).



SERVICE ADDRESS		ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617		54-0013365614-0	02/10/2025
		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.

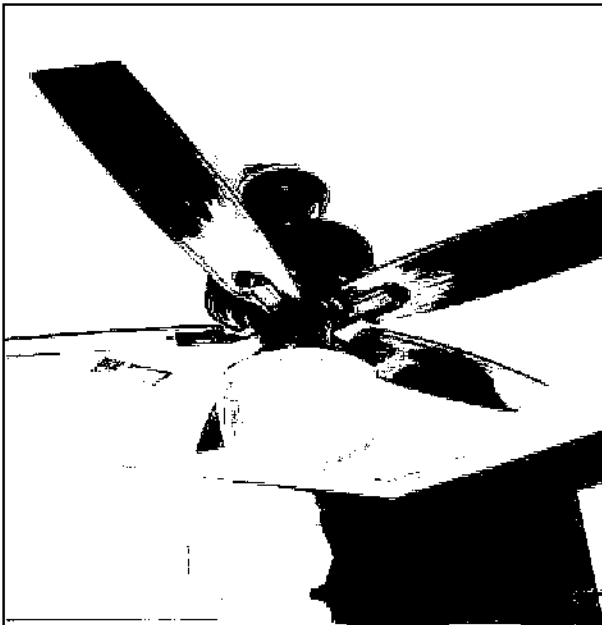
Visit xcelenergy.com for seasonal efficiency tips and to learn more about Xcel Energy's energy efficiency programs.



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
Natural Gas Emergencies:	800-895-2999	24 hours, 7 days a week
Residential Customer Service*	800-895-4999	7 a.m. – 7 p.m., Mon.–Fri. 9 a.m. – 5 p.m., Sat. 8 a.m. – 5 p.m., Mon. – Fri.
Business Solutions Center*	800-481-4700	
Telecommunications Relay Service - TRS	711	24 hours, 7 days a week
Call Before You Dig	811	24 hours, 7 days a week

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

IMPORTANT ADDRESSES

General Inquiries*	Payments
Xcel Energy PO Box 8 St. Joe, WI 54702-0008 xcelenergy.com	Xcel Energy PO Box 880553 Dallas, TX 75266-0553 Please include stub for faster processing.

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@puct.texas.gov; website puct.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, call Xcel Energy at 800-895-4999.

Estimated Bills

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.

ABOUT YOUR ELECTRIC RATES*

Rates 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 winter rates, and when PUCT approves 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 Texas. In addition to insight into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit xcelenergy.com.

Demand

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

DCRF Rider

The Distribution Cost Recovery Factor recovers investments in essential infrastructure that delivers electricity to customers, including substations, transformers, power lines, protective devices, circuit breakers and other equipment on the grid. The rider can be adjusted up to twice annually and appears as a separate line item on your bill "Distribute Cost Recovery."

EECRF Rider

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

Franchise Fee

Xcel Energy has franchise agreements with the cities and towns where we provide electricity service. The franchise fee is for use of public rights-of-way for our electric system. Xcel 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 bill and is based 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 that is the cost of fuel and some generation resources, such as natural gas, coal, wind, solar and purchased power. The PUCT prohibits Xcel 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 kilowatt-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 calendar month, and most statements cover services delivered in more than one calendar month.

Fuel Cost True-up (surcharge/refund)

Xcel 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-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the PUCT may grant Xcel 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. Whether a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

kWh

One kilowatt-hour (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-watt light bulb for 10 hours.

Read Dates

Represents the dates your meter was read by Xcel 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 month. 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 RCE

Cost recovery for amounts associated with filing PUCT requests to recover Xcel 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 minimum cost of supplying electric service for your rate class. It covers meter reading, some equipment and customer 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 kilowatt-hours (kWh). The Rate factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular customer 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 xcelenergy.com.

PAYMENT OPTIONS* Learn more at xcelenergy.com.

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 account 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 vendor.

Other Payment Options

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

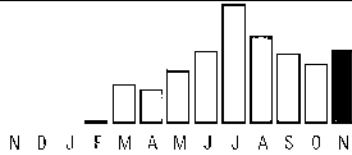
- **Credit/Debit Card Payment** – Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-880-1365. A processing fee may apply for each credit/debit card payment.
- **Pay Stations** – Pay your bill in-person at a location near you. A processing fee is charged 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 or to process the payment as a check transaction.





YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	52° F	57° F
Electricity kWh	0.0	36.1
Electricity Cost	\$0.00	\$4.74

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



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	12/08/2023
	STATEMENT NUMBER	STATEMENT DATE
	854232465	11/21/2023
		AMOUNT DUE
		\$3,320.23

Your Account is Overdue - Please Pay Immediately

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

Electricity Service 10/20/23 - 11/21/23 1156 kWh \$151.81

Current Charges \$151.81

ACCOUNT BALANCE (Balance de su cuenta)

Previous Balance As of 10/20 \$3,168.42

No Payments Received \$0.00

Balance Forward **\$3,168.42**

Current Charges \$151.81

Amount Due (Cantidad a pagar) \$3,320.23

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.

RETURN BOTTOM PORTION WITH PAYMENT ONLY • PLEASE DO NOT INCLUDE OTHER REQUESTS • SEE BACK OF BILL FOR CONTACT METHODS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
54-0013365614-0	12/08/2023	\$3,320.23	

Please remit to the address below by the Due Date to avoid late payment fees.

Make your check payable to XCEL ENERGY

DECEMBER						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

----- manifest line -----



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



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

32 54120823 00133656140 0000001518100000332023



SERVICE ADDRESS	ACCOUNT NUMBER		DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0		12/08/2023
	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	854232465	11/21/2023	\$3,320.23

SERVICE ADDRESS: 1105 S 3RD ST SLATON, TX 79364-5617
NEXT READ DATE: 12/26/23

ELECTRICITY SERVICE DETAILS

PREMISES NUMBER: 300396462
INVOICE NUMBER: 1075902580

METER READING INFORMATION

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 kWh

ELECTRICITY CHARGES

RATE: R Residential Service

DESCRIPTION	USAGE UNITS	RATE	CHARGE
Service Availability			\$11.40
Residential Service	257 kWh	\$0.056440	\$14.51
Residential Service	899 kWh	\$0.093644	\$84.19
Fuel Cost Factor	1156 kWh	\$0.015166	\$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](https://www.xcelenergy.com/EnergyAssistance).



SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	12/08/2023
	STATEMENT NUMBER	STATEMENT DATE
	854232465	11/21/2023
		AMOUNT DUE
		\$3,320.23



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.

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.

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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

Xcel Energy account number

See page 1 of bill statement

Date

I authorize Xcel 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.

11/21/2023

54-0013365614-0

IMPORTANT PHONE NUMBERS

Electric Emergencies:	800-895-1999	24 hours, 7 days a week
Natural Gas Emergencies:	800-895-2599	24 hours, 7 days a week
Residential Customer Service*	800-895-4999	7 a.m. – 7 p.m., Mon.–Fri; 9 a.m. – 5 p.m., Sat.
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 Inquiries*	Payments
Xcel Energy	Xcel Energy
PO Box 8	PO Box 9477
Eau Claire, WI 54702-0008	Minneapolis, MN 55484-0477
xcelenergy.com	Please include stub for faster processing.

*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 M. Congress Ave., Austin, TX 78701; email customer@puct.texas.gov; website puct.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, call Xcel Energy at 800-895-4999.

Estimated Bills

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.

ABOUT YOUR ELECTRIC RATES*

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

**Two-time showing the same charge may indicate we made a mistake. Verify the bill, and then PUCT approved factors of bill 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 Texas. In addition to insight into energy use and how to manage it, smart meters will help with faster outage response. For more information, visit xcelenergy.com/SmartMeter.

Demand

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

EECAP Rider

The Energy Efficiency Cost Recovery Rider recovers a calendar year's cost to deliver energy efficiency programs to all Xcel Energy Texas retail customers, as approved by the PUCT. Visit xcelenergy.com for more information about energy efficiency offerings.

Franchise fee

Xcel Energy has franchise agreements with the cities and towns where we provide electricity service. The franchise fee is for use of public rights-of-way for our electric system. Xcel 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 bill and is based 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 that is the cost of fuel and some generation resources, such as natural gas, coal, wind, solar and purchased power. The PUCT prohibits Xcel Energy from making a profit on these costs, which are passed on to customers on a dollar-for-dollar basis without any markup. The charge is assessed per kilowatt-hour (kWh) used – Fuel Cost Factor times kilowatt-hours used equals the Fuel Cost Factor charged. Please note: The Fuel Cost Factor can be prorated into two components on customer bills. Any changes to the Fuel Cost Factor are effective on the first day of a calendar month, and most statements cover services delivered in more than one calendar month.

Fuel Cost True-up (surcharge/refund)

Xcel 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-collects the actual fuel and resource costs. So, during periods when the cost for fuel is higher than estimated, the PUCT may grant Xcel 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. Whether a charge or credit, customers receive the amount through a Fuel Cost Surcharge or Refund.

kWh

One kilowatt-hour (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-watt light bulb for 10 hours.

Read Dates

Represents the dates your meter was read by Xcel 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 month. 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 RCE

Cost recovery for amounts associated with filing PUCT requests to recover Xcel 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 minimum cost of supplying electric service for your rate class. It covers meter reading, some equipment and customer 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 kilowatt-hours (kWh). The Rate Factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular customer 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 slight 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 xcelenergy.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 account 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 vendor.

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

- **Credit/Debit Card Payment** – Pay with your credit or debit card electronically in My Account/eBill/Mobile App, or by calling 833-660-1366. 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 or to process the payment as a check transaction.

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:

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- **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.
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.

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5. **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,

DocuSigned by:



3/11/2025

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Ronnie Ray Ramirez

1105 S 3rd St

Slaton, TX 79364

Ron.R.Ramirez@outlook.com

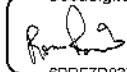
(806) 507-5029

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.

DocuSigned by:



3/11/2025

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Ronnie Ray Ramirez

Complainant

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Cc: Public Utilities Commission of Texas Docket Number 57792

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SERVICE ADDRESS	ACCOUNT NUMBER	DUE DATE
RONNIE RAMIREZ 1105 S 3RD ST SLATON, TX 79364-5617	54-0013365614-0	04/13/2023
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

YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	48° F	53° F
Electricity kWh	0.0	20.1
Electricity Cost	\$0.00	\$3.39

QUESTIONS ABOUT YOUR BILL?

See our website: xcelenergy.com

Email us at: Customerservice@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

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



INFORMATION ABOUT YOUR BILL

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.

RE-USE OF INFORMATION FOR YOUR PAYMENT • 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 late payment fees.

Make your check payable to XCEL ENERGY

APRIL						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

----- manifest line -----



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



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

32 54041323 00133656140 0000001051700000190104



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	STATEMENT NUMBER	STATEMENT DATE	AMOUNT DUE
	821591135	03/27/2023	\$1,901.04

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 INFORMATION

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

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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](https://www.xcelenergy.com/LightingDeals).



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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.

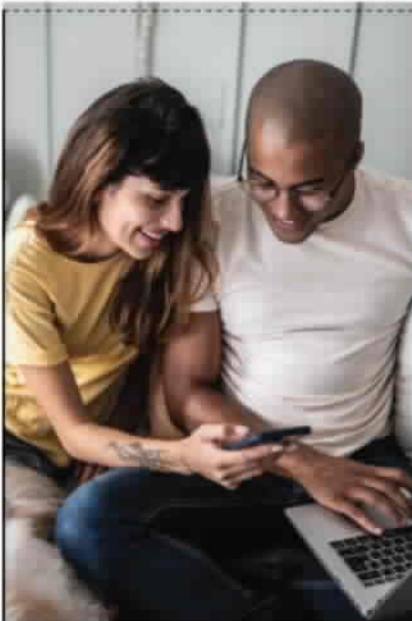
To receive \$50 off your October electric bill, enroll today online at xcelenergy.com/SaversSwitch or call 800-895-4999.

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.

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Xcel Energy
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Eau Claire, WI 54702-0008
xcelenergy.com

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Xcel Energy
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Minneapolis, MN 55484-9477

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kWh

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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 minimum cost of supplying electric service for your neighborhood. It covers meter reading, some equipment and customer 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 kilowatt-hours (kWh). The Rate factor corresponds to the costs to deliver electricity safely, reliably and efficiently to your particular customer 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 highest non-summer months have two rates: one for usage 1-699 kWh, and a second lower rate for usage above 699 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 xcelenergy.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 account 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 vendor.

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

- **Credit/Debit Card Payment** - Pay with your credit or debit card electronically in My Account/eBill/mobile App, or by calling 822-680-1385. 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 or to process the payment as a check transaction.