



NEWS RELEASE

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Xcel Energy warns customers of phone scam

MINNEAPOLIS – Xcel Energy wishes to alert its customers to an illegal customer contact effort that may target senior citizens in Minnesota.

As part of the scam, a phony customer service agent may contact an Xcel Energy customer to explain that his or her monthly electricity payment has been received but the check was not signed. Customers are then asked for a credit card number to pay the bill. Investigators have not determined how many customers have been contacted by the bogus company but speculate that seniors may be a primary target because of their propensity to make payments by check.

In rare cases when Xcel Energy needs to contact a customer concerning his or her account, customer service agents will take several steps in order to verify to the satisfaction of both the customer and the company that everyone is who they claim to be. Xcel Energy urges its customers to simply hang up if they are called under the false pretense of unsigned checks requiring credit card numbers.

If any customers have been victimized by this scam, they should contact their credit card company immediately as well as their local police department.

Xcel Energy's security team constantly works with its customer service department to detect and stop such illegal activity and is currently working with law enforcement agents in the state from which these calls may have originated to put an end to this activity.

If customers have any questions or concerns regarding the company's bill payment policy, they can contact us at 1-800-895-4999.

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