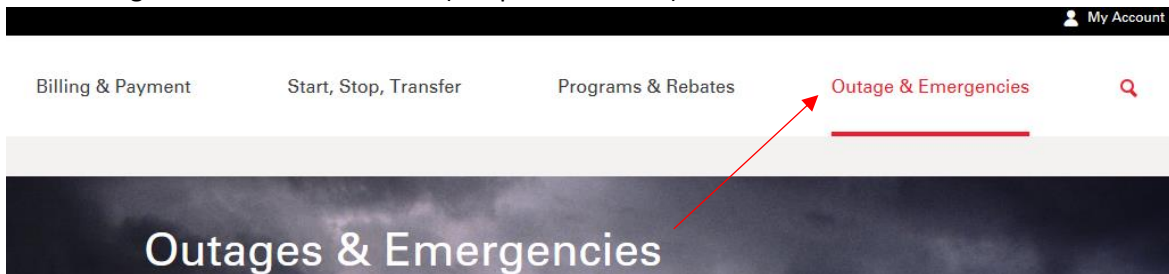


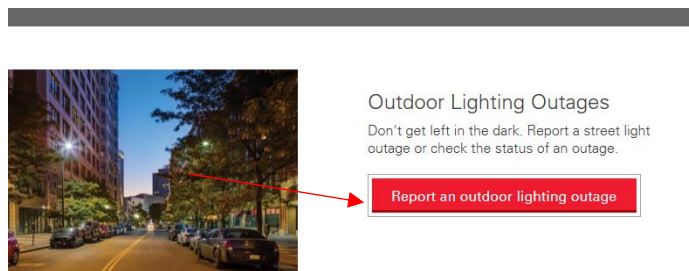
Xcel Energy – Report Street Light Outages 'How To' Guide

If you see a street light outage, please follow these simple instructions on how to report the outage to Xcel Energy. (Street lights are not part of the Metro Districts)

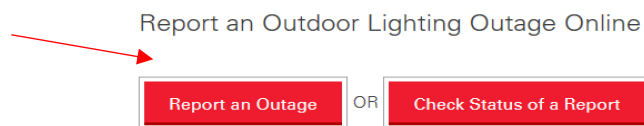
1. Go to www.xcelenergy.com
2. On the main page, you will see on the top, right part of the screen a button for 'Outages and Emergencies' click this button. (see picture below)



3. Once on this page, please scroll **ALL THE WAY TO THE BOTTOM** of this webpage using the scroll bar on the right-hand side of computer screen. At the bottom of this page you will see a button for 'Outdoor Lighting Outages.' (see picture below)



4. Click the button for 'Report an outdoor lighting outage.'
5. Once on the next page you will, again, have to click the button 'Report an Outage.' (see pic. below)



6. You will now have to fill out your name and phone number; **you do NOT have to fill out an account number.** Please remember to write down the number of the street light that isn't working and enter that number in on this step. The streetlight number is found towards the bottom of the physical streetlight pole. (see picture to the right)
7. Once all information is completed, click 'Submit'



***** Please keep in mind this process can take Xcel crews six to eight weeks to fix the streetlight outage. *****