

XTRA

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EMERGENCY:

Being prepared the goal of ongoing work

KING ASH:

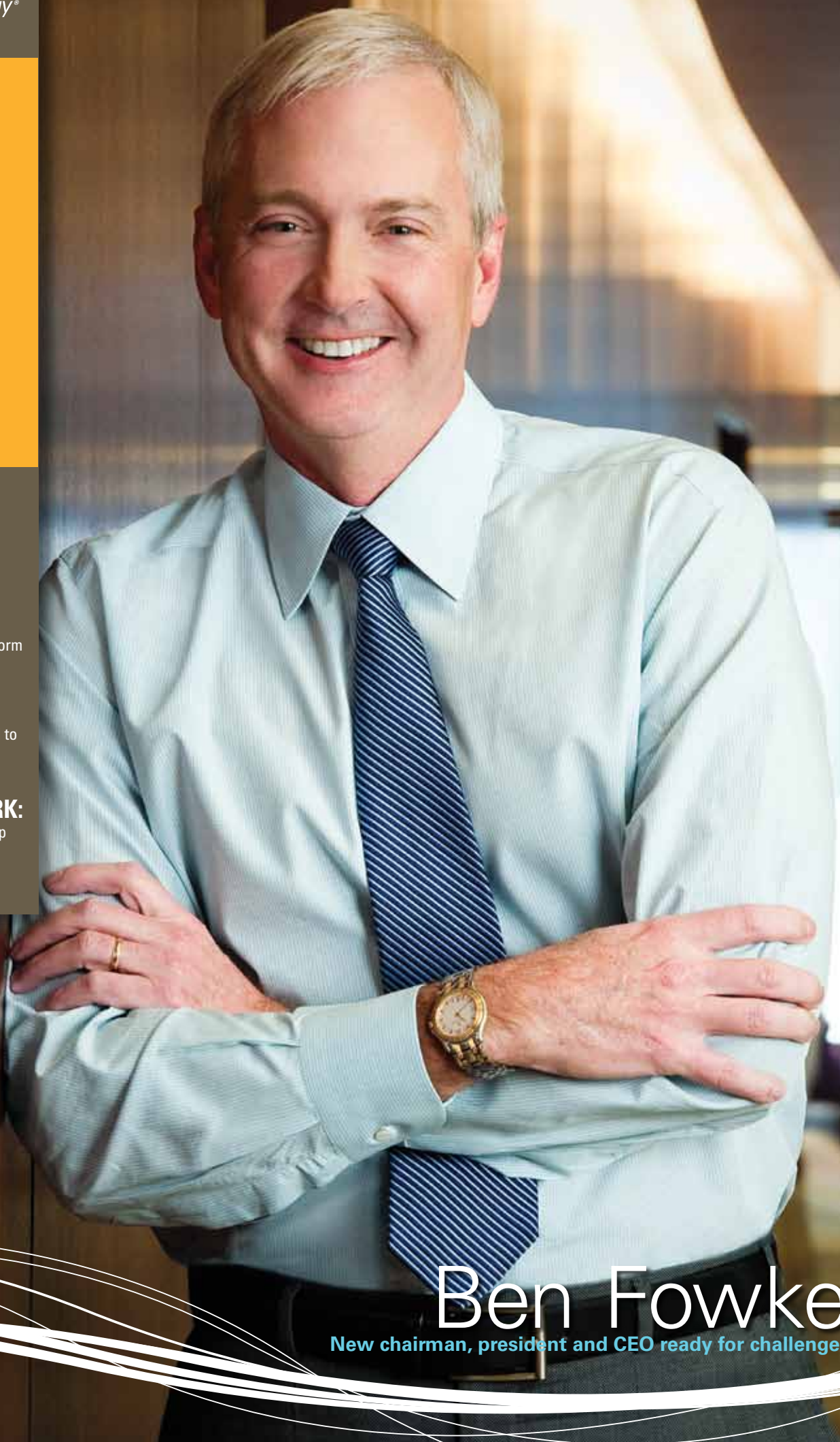
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Numerous efforts help kids with school



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Ben Fowke has been named the company's new chairman, president and CEO. He is pictured here at General Office headquarters at 414 Nicollet in downtown Minneapolis. For more information, please see story on page nine.

Outage-restoration work in Minnesota appreciated

Dear Xcel Energy:

I am not a customer of Xcel Energy, but my mom is. She was on vacation during the last big storm that hit in August and had a power pole go down nearby.

When I went over to her house to feed the animals and tie her dog up, the Xcel Energy guys already were out there putting in the new poles.

The guys were so nice and helpful. They all had such great personalities.

It is nice to have workers who know what they are doing and are super nice. Kudos to your overnight crew who worked to restore service recently in Taylors Falls, Minn.

If I could have Xcel Energy as my energy provider, I would switch over in a heartbeat.

—Dominique H.

Grateful for getting them up and running

Dear Xcel Energy:

We recently had a power outage, and I feel so grateful to the Xcel Energy crew that got us back up and running.

Please send them a great big thank you! Their excellent work is very much appreciated.

—Mary A., North Oaks, Minn.

RUBY BEGONIA

One of the baby peregrine falcons at Sherco Generating Station in Becker, Minn., this spring was named Ruby Begonia. Hatched on May 15, this is how she looked on June 26, when she landed on a portable trailer at the plant and stayed for most of the day. "She closely watched us going in and out of there to get monitor readings that day," said Linda Satre, plant chemical specialist, who took the photo. "I took a lot of pictures of her that day. At one point, I was within four feet of her. Let me tell you, her talons were already huge! I think she was as curious about me as I was of her. She's a beauty."

Editor's Note: "Photo Op" is a standing feature in Xtra. Each issue, a photo submitted by a reader or produced by a member of Corporate Communications will be published. Please submit high-resolution digital photos to the editor at the e-mail address listed on the back page of this publication. By submitting images for "Photo Op," employees give Xtra permission to run the photos.





EMERGENCY PREPAREDNESS

Company teams assess and plan for numerous potential risks

Inevitably, emergencies do happen. And the best we can do to prevent an emergency from turning into a disaster is to be well prepared for potential incidents with clear and effective strategies and contingency plans.

On a regular basis throughout the year and the service territory, company reliability teams assess myriad potential risks – natural, technical or terrorist. They carefully consider the consequences of each possible emergency and develop detailed action plans. They then carry out drills to make sure responses to emergencies can be realistically and effectively orchestrated.

“We encounter everything from blizzards, ice storms, severe spring and summer storms, high winds, tornados, floods, equipment failures related to heat and cold, and fires due to drought,” said Sharon Borine, director of Enterprise Continuity and Public Safety. “In addition, we have to prepare for other emergencies like terrorism, pandemics, explosions, solar flares, facility disasters, cyber intrusion and, yes, even earthquakes and volcanic eruptions that could affect some of our region.

“Federal emergency agencies term this second set of scenarios as low-frequency, high-impact events that we also

need to plan for and practice our emergency responses,” she added. “There are a multitude of serious scenarios to consider, plan and prepare for.”

So, not surprisingly, Borine’s staff coordinates with key players throughout the company, conducting weekly and monthly scheduled drills. In addition, they undertake complex and multi-business drills called reliability drills.

The group holds seven of those drills each year, which include participants from federal, state and local regulatory and emergency-management agencies. It also holds site drills, senior executive communication drills, and numerous other onsite drills across the service territory involving electric transmission, distribution, generation and gas operations.

The numerous scenarios are developed to actually walk-through emergency procedures and processes. The goal is to identify any gaps or previously unconsidered issues, and make the plans more efficient, such as improving response time.

“The drills are handled the same way that we handle real emergencies, with virtual situation-room conference calls where key responders call in from wherever they are,” Borine said. “During the planning, the drill scenario and script are developed over a period of three to four months.

"Sometimes we find that processes are in someone's head and not well documented," she explained. "We also use the drills to train new incident leaders to get them to think on their feet in complex emergencies.

For example, the group recently held a transmission drill where instead of dealing with the loss of an entire system, it used a scenario where power was lost to just part of the system.

"We realized we'd have to run the whole system manually, but we could not run part of it manually and keep the rest automated," she said. "Many of these findings allow us to either improve our procedures or make important equipment or system changes."

Each of the drills are then assessed and rated by the Enterprise Continuity team and the company's reliability executive, with input from participants. There are three Xcel Energy reliability teams, one each at SPS, NSP and PSCo.

The teams are diverse and include key personnel involved in reliability and safety. They assist the reliability executive, currently, Tom Imbler, vice president of Commercial Operations, as well as their business executives, to determine what to practice and the drill content each year.

"We try to practice whatever is seen to be the greatest need," Borine said. "It is easy to participate in local and re-

gional state and federal drills, but we also need to ensure that we treat similar hazards with the same plans and processes.

"Our emergency-response process is designed for all hazards, as our response to different situations is many times the same. For example, we will respond the same to an airplane crash into a facility as we would an explosion or a big transmission outage. Having the same process helps ensure our people will keep their cool when the real thing happens."

In at least one drill a year, the scenario is designed to be severe enough to require bringing in the Executives on Call (EOC) into the effort, she said. The EOC program ensures that the company always will be able to reach decisionmakers during an emergency.

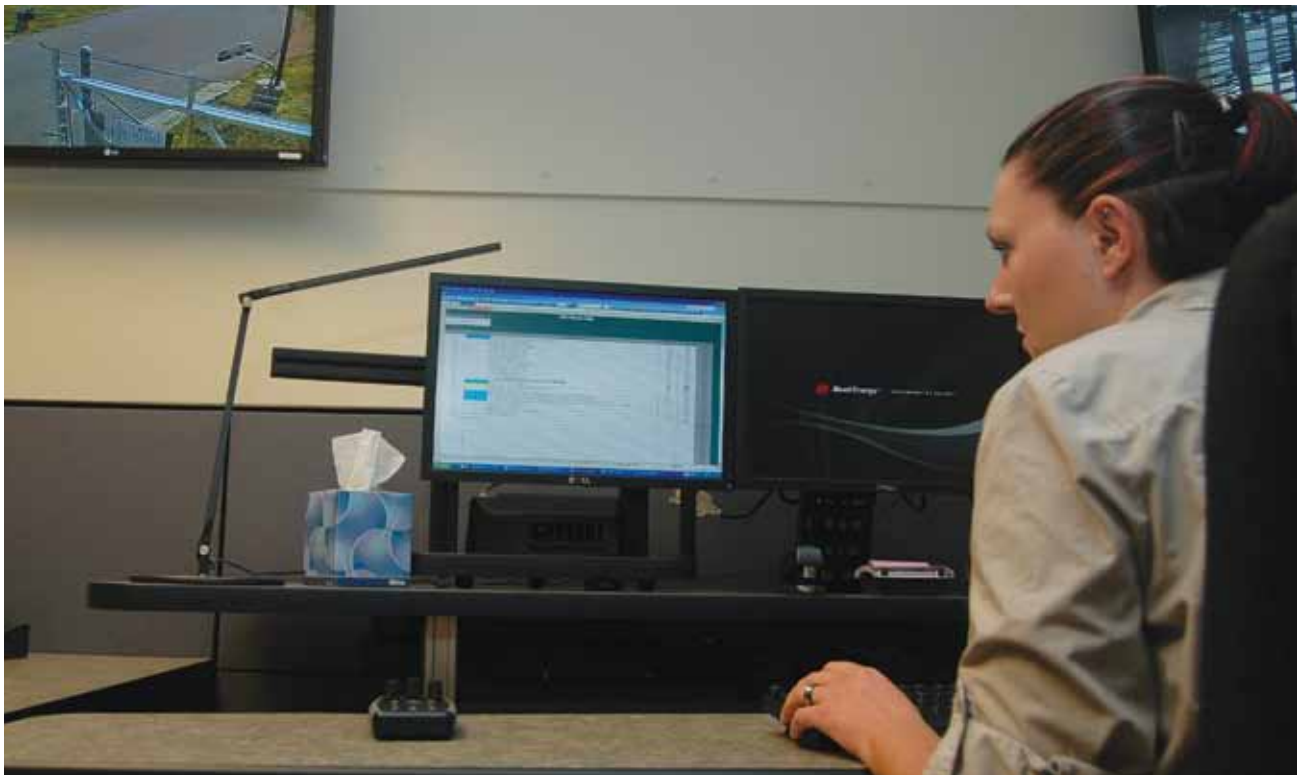
"We've built this program from scratch since 2006, due to extraordinary executive and business commitment," Borine said. "Anyone witnessing our emergency response, either in a drill or a real event, will be proud to be an Xcel Energy employee.

"State and federal observers and participants in our drills have asked to borrow some of our processes," she added. "That's a high compliment, and we're pleased that in a short time, we've built a program that others admire". ❧



DRILLS

Above, a drill at Comanche Generating Station in Pueblo, Colo., represented a potential terrorism incident. Numerous agencies and company personnel were involved in the drill, which included dealing with suspicious vehicles. On page four, an Aug. 9 drill in Eau Claire, Wis., is pictured. Company and city responders tested preparedness and a coordinated response to a simulated natural gas emergency of the puncture of a three-inch gas main by an excavator. Xcel Energy staff members were tested on compliance with the company's blowing gas policy and the gas emergency plan. A similar natural gas drill was held in La Crosse, Wis., last summer.



Alarm Response

Company operation handles hundreds of thousands of alarms and calls a year

The **Security Operations Center (SOC)** has become a “one-stop shop” for all of Xcel Energy’s security needs. It provides timely and accurate responses to more 300,000 alarms annually, fielding more than 140,000 phone calls per year concerning reports of suspicious activity, theft and other security-related issues.

The SOC, built in 1995 in Minnesota, initially was created to provide alarm response for security equipment and fire and mechanical systems. It also provided access-control programming of badges for Xcel Energy, which was steadily expanding the number of physical security systems built at its facilities.

Today, the SOC responds to hundreds of thousands of alarms each year and provides badge programming for more than 20,000 badges annually, said Mitchell Olson, manager of the SOC.

The SOC receives hundreds of security-related phone calls on a daily basis, he said. Last year alone, for example, the SOC handled more than 40,000 incidents of intrusion alarms and generated 870 incident reports.

To deal with the increased volume of security work, in October 2010, the Enterprise Security group opened a new facility – the Alarm Response Center (ARC) at Lookout Cen-

ter in the Denver area.

“The Alarm Response Center originally was constructed as a redundant SOC for business continuity,” Olson explained. “Its creation came in response to an overall review by Enterprise Security management of the SOC’s capacity to monitor and respond to security-system alarms.

“An increasing growth rate of security-system installations at company facilities, emerging federal regulatory requirements and ultimately our call volume led to this decision,” he added. “At the end of the day, the best course of action involved staffing the new ARC site to help reduce the current load handled solely by the SOC.”

The duties of the ARC and SOC are mainly divided by actions, he said. Management decided that work dealing with incoming communications would continue to be a SOC responsibility since its call-in number is widely recognized. However, dealing with outgoing calls would fall to the ARC, which primarily involves responding to alarms that occur through the company’s card-access system.

Enterprise Security also took the opportunity to program the ARC’s main phone numbers into company systems that dial directly from sites such as Energy Supply and service center gate-access phones. The end result has reduced the SOC’s total of incoming calls by nearly 1,000 per month, Olson said.

In 1995, the SOC was staffed by just one person per shift. At the time, Enterprise Security management’s goal was to educate more employees on how the SOC could provide support to their particular business area, as well as to provide a way for employees to report theft, property dam-

age and suspicious activity.

This beginning has since blossomed into a full-service security center, he said. Since 2000, the SOC has responded to more than 3 million alarms, fielded 1 million phone calls, provided more than 1 million programming changes to card-access badges, and has received and responded to more than 100,000 emails.

"The mission of the SOC has grown over the past decade," Olson said. "Three day-shift operators, three second-shift operators and two overnight operators now work full time to staff the SOC and include a supervisor and Olson as manager.

SOC and ARC calls range from general security-related questions, access-card activation requests, suspicious persons, and individuals requesting emergency response due to theft, damage or personal injury, Olson said.

"Any security issue that concerns Xcel Energy facilities, personnel or assets – at some point – we will receive a call about it," he said. "One of the reasons behind the success of the SOC is that employees and contractors know they will reach a live voice each time, and they know we will assist them in whatever way we can.

"Our policy is clear – we cannot leave any question unanswered," he added. "If we don't know the answer, we will find it or get the caller to someone who does know the answer."

The most common alarms and calls the SOC receives involve security-access cards and intrusion alarms. These alarms consist of "Door Held Open," "Door Forced" and "Monitor Point" warnings.

"We try to stay away from the term 'false alarms' due to the fact that every alarm is caused by something and can be a potentially serious security issue," Olson said. "But the majority of the alarms are caused by normal employee activity onsite.

"We also have motion sensors located in various areas such as equipment yards and offices," he added. "These areas typically are monitored for motion during hours of darkness, usually when employees, contractors and visitors shouldn't be onsite."

Since 2008, Enterprise Security also has responded to new security regulations that required the installation of access-control systems at more than 80 Xcel Energy facilities, due to federally mandated Critical Infrastructure Protection Standards.

Each site's system had to be tested and maintained to ensure all physical-security access points worked properly, which led to increased alarm response and monitoring for the SOC and ARC. But as with other demands, Olson said the work is all part of being a one-stop security shop at Xcel Energy. ☒

SECURITY

On page six, Heather Hansen, central station operator, works at the Alarm Response Center in Denver. The center's creation came in response to a review of the company's capacity to monitor and respond to security-system alarms as more and more access-control systems have been added to Xcel Energy facilities.

NEWS BRIEF

Xcel Energy files plan to meet Colorado's renewable energy standard

Xcel Energy recently filed its 2012 Renewable Energy Standard Compliance Plan showing its continued work to meet Colorado's renewable energy standard of 30 percent renewables by 2020.

The filing showed the company well ahead of targets to meet the renewable energy standard, said Karen Hyde, vice president of Rates and Regulatory Affairs. The Colorado Public Utilities Commission's (CPUC) decision on the filing is expected in early 2012 after public comment and hearings on the plan are completed.

The filing also proposes the level and pricing for its Solar*Rewards program through 2013. The company plans to continue on the path outlined in the March 2011 settlement with the solar industry and to acquire up to an additional 30 megawatts of customer-sited solar energy each year in 2012 and 2013, she said. The 30 megawatts is double the amount of customer-sited electricity above what is needed to meet minimum compliance with the renewable energy standard.

In addition, the proposed 2012 plan aims to balance the Renewable Energy Standard Adjustment (RESA) fund – money collected from a two percent charge on customers' electricity bills and used by Xcel Energy to cover the cost of renewable energy. More money for renewable energy projects has been spent than received from customers.

Xcel Energy advanced funds to RESA, as encouraged by law, to help "jump start" the solar industry and customer interest in solar, and to maintain its steady level of support for solar installers in Colorado, she said.

"Our efforts to encourage customer adoption of onsite solar energy have been successful and now is the right time to start eliminating the fund's shortfall," Hyde said. "We filed a settlement with the commission in May to apply \$55 million in proceeds from sales of renewable energy credits against that shortfall."

Similar to the compliance plan filed, that settlement also will need to be approved by the CPUC.

An additional element of the proposal asks the commission to approve its continued use of pay-for-performance incentives as agreed to by the solar industry in the settlement reached in March. During the past five years, Solar*Rewards incentives were paid upfront. Pay-for-performance means incentives will be paid over the life of Xcel Energy's contracts with customers.

"Our proposal continues the hard work done to develop a settlement with the solar industry, while ensuring we're balancing the long-term growth in solar with the impact on all of our customers," Hyde said.

During commission consideration of the new plan, Xcel Energy will continue to honor the Solar*Rewards program approved this past March. Any unused program capacity will continue past the agreement period, she added, and then the terms of the new plan, when approved, will start.

Riverside Hits 100

Hundreds gather to celebrate the plant's century of service

A fixture of northeast Minneapolis recently turned 100, and more than 700 friends, neighbors and employees helped the company celebrate a century of service by its Riverside Generating Station.

The Aug. 17 event captured the mood of the early 1900s with period costumes and nostalgic live music. The celebration also featured guided tours of the plant and a safety and energy fair for families.


"This is a day to honor the employees working here today, as well as those who have gone before us over the last 100 years," said Ken Beadell, plant director.

One special guest was 100-year-old Lou Vorpahl, a long-time area resident who was born at the time Riverside first came online. "Of course I don't remember much about the original plant because I was just a boy," he said, "but it is fun to be here today."

Other participants included Kent Larson, vice president and chief Energy Supply officer, and Laura McCarten, regional vice president of NSP-Minnesota, along with several local elected officials and Local 160 union leader Tom Koehler.

All praised Riverside as a Minneapolis landmark. "How many power plants are etched in stained glass in a neighborhood church like Riverside?" said Kevin Reich, a Minneapolis council member.

As active members of the community, plant employees helped landscape and develop plant property adjacent to the facility for residents' use. The area includes a picnic shelter, two softball fields, horseshoe pits, volleyball court, neighborhood park and community garden.

In 2006, Riverside underwent its biggest transformation as part of the Minnesota Metro Emissions Reduction Project. The project converted the existing coal-fired facility to a natural gas, combined-cycle power plant, significantly reducing emissions and increasing efficiency. Today, Riverside produces 511 megawatts of electricity. 

TOURS

The recent celebration at Riverside Generating Station in Minneapolis featured guided tours of the plant, as well as a safety and energy fair for families. At left, tour participants look at part of the new converted plant's cooling system. In 2006, Riverside underwent its biggest transformation as part of the Minnesota Metro Emissions Reduction Project, when the plant converted to a natural gas, combined-cycle facility.





Fowke Optimistic

New chairman, president and CEO plans to continue company's 'good track record'

Chairman, President and CEO Ben Fowke is optimistic as he starts his new job. Xcel Energy is strong, its employees are engaged and its customers are happy.

But Fowke also sees challenges ahead, especially as the company works to modernize its infrastructure and adapt to a changing workforce.

"I have big shoes to fill," Fowke says of taking the reins from predecessor Dick Kelly. He is grateful to Kelly for positioning Xcel Energy to succeed, he said, and at a recent employee meeting, he listed the company's many strengths.

"Our balance sheet is strong, and our focus on operations is paying off," Fowke said. "We have a good track record of making the right investments. We bring projects in on time and



on budget. Our environmental leadership is second to none, and we swing above our weight in Washington.”

He plans to build on those strengths and looks forward to the task, he said, however daunting. Hard work is nothing new to the man whose first job as a teenager was pumping gas. He put himself through college working two jobs. At night he worked at UPS – as a member of the Teamsters – and during the spring and summer, he worked as the owner of a pool-construction company.

“Coming out of college at a time when the economy was in terrible shape was very challenging – particularly with a young family to provide for,” Fowke said. “There were plenty of times I would check the old sofa for loose change.”

Born in Baltimore, he grew up just outside of Annapolis, Md. In 1981, Fowke earned a Bachelor of Science degree in finance and accounting from Towson University in Maryland. He obtained his CPA in 1982.

After college, he worked at an accounting firm and at KPMG, an international auditing corporation. His first job in the energy industry was at Florida Power & Light, where he worked for 10 years, holding a variety of management positions. In 1997, he joined New Century Energies (NCE). He discovered that he liked the industry.

“The energy industry is so complex, so challenging and so important,” Fowke said. “We really provide something that is absolutely essential to everyone. It’s a challenge, but it’s a rewarding challenge to be making decisions today that will prove to be the right ones 10 or 20 years from now. It’s a fun industry to be part of.”

Before NCE merged with Northern States Power Co. to

form Xcel Energy, Fowke was a vice president in the NCE Retail business unit. After the merger, he was vice president and chief financial officer (CFO) of Energy Markets, where he was responsible for the financial operations of the company’s commodities trading and marketing business unit.

He became vice president and CFO in 2003, an executive vice president in 2008 and president and chief operating officer (COO) in 2009, with responsibility for the company’s overall corporate operations, as well as Xcel Energy’s four operating companies.

As president and COO, Fowke spent time getting to know Xcel Energy employees.

“Having a chance to get out in the field and meet with employees has really been refreshing,” Fowke said. “What’s impressed me the most is their level of commitment and engagement.”

“Employees really do care about what’s happening in the business, they care about their communities and they care about our customers,” he added. “They want to get the job done right, efficiently and in a timely fashion. So it all translates to a very engaged, dedicated workforce.”

He hopes that same engaged and dedicated workforce will become ambassadors for the company.

“We have to let customers know the kind of value that we bring,” Fowke said. “Our systems are safe and reliable. That funds economic development and keeps jobs in our states.”

Customers don’t necessarily understand the complexity of the energy business, which is understandable but somewhat unfortunate, he thinks. “When the lights go on, we know what it takes,” he said, “but customers take it for granted.”

Fowke believes that if the community as a whole understands the value Xcel Energy brings, it will be easier to get the kind of regulatory treatment the company needs to tackle the challenges ahead – especially the job of modernizing the company's infrastructure.

"We have aging infrastructure across the board," Fowke said. "It's in all of our jurisdictions – both gas and electric. Our regulatory relationship is important as we replace aging infrastructure. Our success with regulators drives how successful we will be."

Another challenge is the fact that 36 percent of employees will be eligible to retire within the next five years. The company expects that about 20 percent of those eligible will actually retire.

"That's a lot of knowledge walking out the door," Fowke said. The company has to ensure it is able to capture that knowledge and get new employees up to speed quickly.

"We probably won't have the luxury of taking several years to train new people," he said. Fowke said he hopes Xcel Energy can use new technology to help accomplish that task.

Designing the workforce of the future is also an opportunity, he believes.

"We'll have a chance to determine what our workforce culture will be and that's exciting," he said. "If we're successful, Xcel Energy will continue to be a work place of choice."

The company's overall corporate strategy works, he said, and its Responsible By Nature tagline continues to resonant because it captures the company's obligation to its customers,



communities and shareholders. "We have to be responsible in everything we do," he said.

Preparing Xcel Energy for a successful future is his ultimate goal, and it's a work in progress. Much will depend on employees.

"I look forward to the challenges," he said. "But employees will make the difference." ✕



NEW CHAIRMAN

Above, Ben Fowke talks with Mike White, a lead service fitter from Lipan Distribution Center in Denver, while taking part in a company safety video last year. At top right, Fowke speaks during a company leadership conference. On page 9, Fowke is pictured at company headquarters at General Office in downtown Minneapolis. And on page 10, Fowke visits with crew members and other company employees at a natural gas pipeline project near Winter Park, Colo.



Putting a Cap on It

King ash-storage site ready to become a city park

For nearly 40 years, Allen S. King Generating Station disposed of ash at a storage site in Oak Park Heights, Minn. When the facility reached its storage capacity of 2.1 million cubic yards earlier this year, the site was ready for its next stage in life – a city park.

Work constructing a final cover for the remaining 3.3 acres of the site, which includes a plastic cap and backfill soil, recently wrapped up. The Minnesota Pollution Control Agency has approved the company's closure plan for the ash disposal facility, allowing the City of Oak Park Heights to proceed with its plans to use the space as a park.

"By owning and operating the landfill for the past 40 years, the company was well positioned to manage environmental risk while providing a low-cost and flexible disposal method for ash

generated at the King plant," said Tom Smith, plant director. "Operating the landfill in an urban setting did present many challenges through the years.

"However, the fact that several neighbors did not even realize the site was a landfill is a testament to its success," he added. "And it's reflective of the commitment of the plant and site operators."

The landfill is engineered to prevent leachate from entering the groundwater system, said Darren Kearney, plant environmental analyst. Leachate is water that has percolated through the ash and may have dissolved some of the soluble constituents of the ash, similar to brewing a cup of coffee.

Since 1994, the design at King has consisted of an impermeable liner beneath the ash (to prevent leachate from entering the groundwater), he said, and

an impermeable cap above the ash (to prevent precipitation from coming in contact with the ash and thus preventing leachate generation).

Although the landfill has reached final closure, it doesn't mean work at the site is done. Xcel Energy's Environmental Policy and Services Department will continue to monitor groundwater beneath the landfill for the next 30 years to ensure the landfill is functioning properly, Kearney said.

The landfill sits one and a half miles west of the plant, and the ash was trucked to the site after conditioning. A pug mill, acting like a big blender, was used to pull the ash through a bin and mix it with water, Kearney explained.


The idea was to add moisture to the ash, which reduced dust, helped with compaction of the ash during placement, and resulted in a cement-like mass.



Once at the landfill, the ash was moved into place, compacted and eventually covered with an engineered cap.

The company also will continue to own the property. King plant and Environmental Policy and Services personnel will work with the City of Oak Park Heights during park design, construction and operation to ensure the park will not damage the integrity of the landfill's cap system and that the site meets state regulations.

In 2009, Xcel Energy donated roughly \$600,000 to the city for future park development on the closed landfill. The city will lease the land from Xcel Energy to obtain rights to use it, and will likely develop a park on the property in 2012 or 2013.

All of King's fly ash is now hauled to SKB Industrial Landfill in Rosemount, Minn. 

KING PLANT

On page 12 is a view from the wetland trail looking north, with the King ash landfill in the background. The trail connects two local parks. It was extended in the early 2000s and paid for by the company to include a walking trail across and around the landfill. At right, a worker is pictured out on the landfill as the site was being filled.



WINDSOURCE BOOST

Wind proposal to add 200 megawatts to voluntary renewable-energy program

Xcel Energy has proposed buying 200 megawatts of additional, low-cost wind generation for its Windsource program in a recent filing with the Colorado Public Utilities Commission (CPUC).

If approved, the wind energy would be purchased from NextEra Energy Resources LLC, and produced at its Limon Wind Energy Center II, with turbines located in Lincoln County near Limon, Colo.

"This is a great opportunity for our customers and the company," said Ben Fowke, chairman, president and CEO. "In addition to giving our customers a choice, it makes good economic sense because it allows us to take advantage of production tax credits. It's a good business decision from all perspectives."

This is the first of two applications Xcel Energy plans to file with the CPUC. The second filing will discuss the details of the new Windsource product offerings, which will take advantage of this low-cost wind power.

Xcel Energy will schedule stakeholder meetings in the near future to take input on product design, prior to making the final filing with the CPUC.

"This proposed purchase contains the lowest-cost wind energy we've seen, making it competitive with other energy sources," added David Eves, president and CEO of PSCo. "Even though Xcel Energy is ahead of schedule to meet Colorado's 30 percent renewable energy standard by 2020, we can take advantage of historically low wind prices to give our customers more choice in the energy powering their home and businesses."

The proposal originally was developed by Xcel Energy and NextEra Energy Resources as a potential offering for the City of Boulder, Colo., as part of the utility's franchise negotiations with the city.

If approved by the commission, construction will begin in early 2012, with an expected completion date in late 2012. The additional purchase of wind will give Xcel Energy in Colorado a total of more than 2,100 megawatts of wind generation on its system.

Renewable energy currently makes up nearly 12 percent of the company's energy supply mix in the state, with the majority of that from wind power.

"We are thrilled to expand our relationship with Xcel Energy and appreciate its ongoing confidence in our company and support of low-cost, emission-free, renewable energy," said Mitch Davidson, president and CEO of NextEra Energy Resources.

For more than a decade, Xcel Energy has offered its customers the option to choose renewable energy. Xcel Energy is the country's No. 1 utility wind-energy provider, according to the American Wind Energy Association, and is in the top 10 for solar-energy capacity.

The company's Windsource program, launched in 1998, is one of the largest voluntary green-energy programs in the United States. Last year, more than 61,000 residential customers and 1,300 businesses in Colorado, New Mexico, Minnesota and Wisconsin purchased renewable energy through Windsource. ☒



NEWS BRIEFS



United Way campaign kicks off for 2011

The 2011 United Way campaign kicks off on Sept. 12 and ends Oct. 14.

"Last year, our United Way campaign was a tremendous success thanks to thousands of employees and retirees who gave generously, and to the hundreds who volunteered their time," said Ben Fowke, chairman, president and CEO. "We raised more than \$2.7 million, and with our company match, we were able to invest more than \$5 million in the communities in which we live and work."

The company's goal this year is to raise \$2.725 million, slightly more than raised last year. Contributions will again be matched dollar for dollar.

The Managers' Campaign – with more than 80 percent participation last year – will be Sept. 8 and 9 this year. To increase efficiency and help reduce waste, the company will not print pledge forms for managers this year, and managers are encouraged to pledge online and to pledge early.

In many locations across the company, United Way committees are well under way in ramping up, recruiting volunteers and holding events.

"Please consider participating," Fowke said. "I'm looking forward to a fun and rewarding campaign, and I appreciate your support. Our communities are counting on Xcel Energy once again."

Xcel Energy named 'Energy Star' partner of the year

The U.S. Environmental Protection Agency (EPA) has recognized Xcel Energy with a 2011 Energy Star partner of the year award for its outstanding contributions to reducing greenhouse gas (GHG) emissions by delivering information and services to its customers to increase energy efficiency.

"Xcel Energy is a leader in showing its customers how they can help protect our environment while saving energy and money," said Elizabeth Craig, acting director of EPA's Office of Atmospheric Programs. "Xcel Energy's creative solutions are a model for fighting climate change through greater energy efficiency. We look to these winners to provide us energy efficiency leadership now and in the years to come."

Xcel Energy, an Energy Star partner since 2001,

was honored for its work to increase market share of energy-efficient, Energy Star-qualified homes through comprehensive outreach, education and marketing programs. The program helps homebuilders to construct homes that are up to 30 percent more energy efficient by offering free education, onsite inspections and testing, infrared scanning and incentives.

Americans, with the help of the Energy Star program, prevented 170 million metric tons of GHG emissions in 2010 alone – equivalent to the annual emissions from 34 million vehicles – and saved \$18 billion on their utility bills, according to the EPA.

"Xcel Energy is proud of our partnership with Energy Star and our contribution to increasing energy efficiency," said Kim Sherman, product portfolio manager with Marketing. "We see great value in educating our customers about how the use of Energy Star Homes can save money and energy while reducing the impact on the environment."

The partner of the year award winners are selected from more than 12,000 organizations that participate in the Energy Star program.

Out with the old and in with the new at Tucumcari

To reduce the risk and duration of local power outages, Xcel Energy plans to relocate an existing power generating unit from Texas to Tucumcari, N.M., for use as a backup power supply.

Alan Davidson, director of regional capital projects for Energy Supply in Amarillo, traveled to Tucumcari to announce plans to the Tucumcari City Council in July.

Pending regulatory approvals, the company will move a combustion turbine from an existing facility at Borger, Texas, to a new facility to be built adjacent to the company's Campbell Street Substation in north Tucumcari.

The turbine, with a capacity of 20 megawatts, will serve primarily as a standby source of power if service is interrupted on the main transmission line feeding the city, he said, as it was earlier in the summer when wildfires burned 16 power poles and interrupted service on the line for almost six hours.

Xcel Energy previously operated a power facility in downtown Tucumcari in the same manner, but the older facility has not been used for several years because of the age and condition of the generators.

Like the old Tucumcari generators, the relocated turbine will be fueled by low-sulfur transportation diesel, and has enough capacity to meet the electricity demand of the entire city if the main transmission line fails. Generating equipment from the old Tucumcari power plant will be removed and the facility will be demolished in the coming months.

The new power project will include an expansion of the existing Campbell Street Substation and modifications to local electrical distribution to accommodate the new generator, he said.

The turbine generator will be moved from Texas after the 2012 summer peak season and will be operational by late spring 2013, subject to receipt of required approvals and permits.



School Work

Company's long tradition of supporting teachers and students continues

When it comes to educational programs and partnerships, Xcel Energy is ready for "back to school" – not just in the fall, but year round.

"We have a long tradition of supporting schools, students and teachers with our various online energy-education programs, partnerships with community schools, energy safety programs and foundation grants," said Laurel Boerger, manager of Community Affairs, NSP-Minnesota, who helps coordinate several energy education programs on xcelenergy.com.

The company's Energy Classroom program, offered through the website, invites students to learn more about the power they use every day. It features classroom materials for teachers, help for students doing papers and projects, experiments to try, videos on energy topics, and interactive games and puzzles.

"We are making these educational resources available because we believe informed energy consumers will make wise choices that will assure a bright energy future for all of us," she said. "Energy Classroom invites students to plug into this online

resource, and learn about energy and conservation."

Additionally, the site provides links to the following learning units: Power Sources, Virtual Power Plant Tour, Conservation, Clean Energy Planet, Power and Wildlife, Careers in Energy, Power Questions, Power Words and a Teachers' Lounge with tips for educators on how to maximize Energy Classroom materials to meet third- to fifth-grade science learning standards.

In addition, work has just begun on a new learning unit for Energy Classroom. "It will involve a visit to an Xcel Energy wind farm," Boerger said. "We already have lots of wonderful wind-farm video to repurpose for this upcoming education effort, which we plan to launch during the 2011-12 school year."

Also, several classrooms each year follow their favorite "bird of prey" – generally in winter and spring months, on Xcel Energy's Bird Cam, which shows peregrine falcons, eagles, osprey and other birds nesting at various Xcel Energy power plants. Students can follow the development of the young birds

– from egg through fledgling – via video and nestbox photos on xcelenergy.com.

“Safety and safe behavior around natural gas and electricity, of course, are of paramount importance to Xcel Energy’s customers,” said Karen Riggensch-Vaughn, manager of Enterprise Continuity. “And safety training can never start too early.”

Students and teachers throughout Xcel Energy’s service areas learn how to stay safe around electricity and natural gas through e-Smart and Safety World online and printed materials available through the company’s website.

“Our e-Smart website has something for everyone,” Riggensch-Vaughn said. “Young students can learn about safety through activities and games available through Safety World; teachers have easy access to learning materials; and parents have access to tools that can help them reinforce these safety lessons at home.”

Electrical Safety World features activities and games designed to help students have fun while teaching them about electricity. Natural Gas Safety World features safety checklists, facts and figures that give students the basics about natural gas, how it travels from storage fields to their communities and homes, and how they can become “appliance safety experts.”

In addition to what’s online, Xcel Energy each fall mails an offer to all elementary educators in its service territories to order free printed materials. “The materials help educators teach and students learn about staying safe around electricity and natural gas,” Riggensch-Vaughn said. “And they also support each state’s academic science and health-education standards for elementary students.”

Also, on occasion, employees and retirees in several states provide demonstrations using the ever popular “live-arc” model that drives home to children the importance of staying away from power lines.

Yet another popular safety program – the Energy Safety Calendar Program for kindergarteners through sixth graders – allows students to compete to have their energy safety messages delivered through their own art work. The effort entails an academic-year safety calendar that goes out to teachers in

Xcel Energy’s service territory in the North.

Another educational endeavor, in which Xcel Energy employee volunteers become actively involved, is the Sanford E-Mentoring program with Sanford Middle School in Minneapolis. Each year, about 40 employee volunteers become e-mentors, helping Sanford students develop reading, writing and computer skills through a weekly exchange of emails. E-mentors review student writing assignments and return them to students with suggestions for improvement.

“This is the 10th year of the program, which was designed to also help develop students’ critical thinking skills,” Boerger said. “And in the process, students also learn about careers in the energy utility industry.”

Additionally, volunteers in Colorado and North Dakota step up each fall to collect school items for backpacks to donate to kids in need, or help kids shop for new school clothes through special community programs.

In Amarillo, for example, the company has passed out backpacks containing school items every year since 2002. More than 7,500 backpacks were donated this year alone. The health department takes part in the event, as well, providing immunizations, and 50 different organizations give away snacks, drinks, additional school supplies and information on a variety of programs for children.

The Xcel Energy Foundation also makes educational grants each year throughout the eight states it serves, said Shanda Vangas, grants manager with the foundation. Grants, for example, go for STEM (science, technology, engineering and math) education for teachers and students, or to open up conservation and environmental programs to inner-city students who might not otherwise have a chance to experience nature and the outdoors.

Boerger’s advice to Xcel Energy parents: “If your school is not involved with Xcel Energy’s wide variety of educational programs, have a talk with your child’s teacher. There’s a world of energy, safety and environmental learning out there, thanks to Xcel Energy.” ❧



VOLUNTEERS

On page 16, Dwayne Mitchell, a planner in Maintenance at Arapahoe Generating Station in Denver, helped out two boys at a back-to-school event on a recent Saturday morning. At the event, about 50 Xcel Energy employee and family-member volunteers met at two Sears stores and were matched up with children to shop for school clothes. At left, a student’s artwork used in the Energy Safety Calendar Program.

FRIENDS WE'LL MISS

Theodore Armstrong

80, gas locator, Colorado, died July 28, 2011. He worked for PSCo from 1957 to 1986.

Sammie W. Bass

78, died July 23, 2011. He worked for SPS from 1956 to 1994.

Charles T. Bledsoe

73, died July 10, 2011. He worked for, SPS from 1970 to 2003.

Robert E. Bright

87, systems clerk, Colorado, died July 25, 2011. He worked for PSCo from 1955 to 1986.

Bobby E. Brown

79, died July 10, 2011. He worked for SPS from 1952 to 1993.

Lawrence P. Caranci

87, supervisor, Gas Service and Fitting, Colorado, died July 29, 2011. He worked for PSCo from 1953 to 1986.

Danny R. Chronister

57, shift supervisor, Energy Supply, died July 31, 2011. He worked for SPS from 1977 to 2011.

Ben F. Coutts

83, gas utility manager, Central Service, Colorado, died Aug. 9, 2011. He worked for PSCo from 1954 to 1986.

Charles V. Echols

83, died July 24, 2011. He worked for SPS from 1949 to 1990.

Donald Egersdorf

77, investigation supervisor, died July 8, 2011. He worked for NSP from 1951 to 1989.

Loren W. Eskelson

88, customer service specialist, died July 6, 2011. He worked for NSP from 1957 to 1983.

Vernon R. Gatley

56, working foreman, Western Gas Operations, Mesa County Operations Center, Grand Junction, Colo., died July 14, 2011. He worked for PSCo from 1979 until his death.

Lester A. Graham

86, customer service, Colorado, died July 13, 2011. He worked for PSCo from 1966 to 1986.

George D. Guerin

90, gas services supervisor, died July 13, 2011. He worked for NSP from 1946 to 1983.

Richard R. Hanson

79, died July 6, 2001. He worked for NSP and retired in 1996.

Gary G. Karn

55, maintenance and reliability manager, Transmission and Substations Performance, Marquette Plaza, Minneapolis, Minn., died Aug. 5, 2011. He worked for NSP from 1981 to 2011.

Kathryn S. Lubahn

62, specialist planning, Colorado, died July 26, 2011. She worked for PSCo from 1981 to 2011.

H. Brooks Metcalf

87, order reader, Southeast Customer Office, Colorado, died July 28, 2011. He worked for PSCo from 1952 to 1986.

Donald D. Miller

81, supervisor, Chemistry, Fort St Vrain Generating Station, Platteville, Colo., died Aug. 1, 2011. He worked for PSCo from 1980 to 1996.

Ruth G. Moon

88, service work dispatcher, died July 15, 2011. She worked for NSP from 1953 to 1988.

Gilbert H. Neumann

95, journeyman electrician, General Office, Minneapolis, Minn., died July 4, 2011. He worked for NSP from 1979 to 1993.

Fred A. Onasch

84, gas fitter, Gas Utility, died May 20, 2011. He worked for NSP from 1953 to 1986.

Sylvester D. Purcell

89, died Feb. 4, 2011. He worked for SPS from 1951 to 1983.

Olga E. Sheffel

65, lead insulator, Black Dog Generating Station, died July 22, 2011. She worked for NSP from 1983 to 2003.

Gerald R. Thurston

77, superintendent, Gas Construction, died July 2, 2011. He worked for NSP from 1951 to 1990.

Dale G. Westberg

72, lineman, died July 17, 2011. He worked for NSP from 1959 to 1994.

Harry E. Wilhelm

85, Material Control, Colorado, died June 23, 2011. He worked for PSCo from 1956 to 1986.

James L. Worley

72, line working foreman, Carlsbad Service Center, Carlsbad, N.M., died Aug. 9, 2011. He worked for SPS from 1964 to 2002.

RETIRING

Kenneth Albrecht

(*albrechtKJA@aol.com*), general manager, Major Projects, Nuclear Projects, Marquette Plaza, Minneapolis, Minn., retired Aug. 15, 2011. He worked for Xcel Energy for 38 years.

Ronald Arterburn

classified mechanic, Northwest Metro Division, Denver, Colo., retired July 15, 2011. He worked for Xcel Energy for 30 years.

Mary Autry-Lopez

senior associate, CIAC Extension Process, Kipling Service Center, Lakewood, Colo., retires Sept. 30, 2011. She worked for Xcel Energy for 26 years.

Stephen T. Bush

(*Steve.bush@comcast.net*), coordinator, transmission portfolio, Fuel Supply Operations, 1800 Larimer, Denver, Colo., retired July 29, 2011. He worked for Xcel Energy for 31 years.

James Donahue

(*jdshd@srt.com*), garage foreman, Minot Service Center, Minot, N.D., retired July 1, 2011. He worked for Xcel Energy for 36 years.

Larry Foos

senior storekeeper, Stores Logistics, Arvada Service Center, Arvada, Colo., retired July 29, 2011. He worked for Xcel Energy for 32 years.

Jerry Gustafson

(*pgufstafson7659@comcast.net*), designer, Design, Southwest Metro Division, Lakewood, Colo., retired Aug. 26, 2011. He worked for Xcel Energy for 34 years.

PEOPLE

John Herrera

lead fitter, Gas Emergency Services, Lipan Distribution Center, Denver, Colo., retired June 24, 2011. He worked for Xcel Energy for 33 years.

Susan Herring

(*spssj0@hotmail.com*), engineering technician, Transmission Asset Management, SPS Tower, Amarillo, Texas, retired July 29, 2011. She worked for Xcel Energy for 37 years.

Penny King

delivery services associate, Service Policy, SPS Tower, Amarillo, Texas, retired Sept. 1, 2011. She worked for Xcel Energy for 37 years.

Kathryn (Katie) Kroska

(*kkroska@hotmail.com*), C&I billing analyst, Billing Operations – North, retired Sept. 6, 2011. She worked for Xcel Energy for 35 years.

Hudson Labavee

plant supervisor, Operations, Cameo Generating Station, Palisade, Colo., retired Aug. 19, 2011. He worked for Xcel Energy for 34 years.

Mark LeDuc

(*mkwldc@comcast.net*), credit field representative, Credit Department, Chestnut

Service Center, Minneapolis, Minn., retires Sept. 30, 2011. He worked for Xcel Energy for 21 years.

David Lundahl

(*dl_lund@msn.com*), senior solutions consultant, Business Systems, Marquette Plaza, Minneapolis, Minn., retired Aug. 1, 2011. He worked for Xcel Energy for 25 years.

Dan Maurer

(*dmauer55@gmail.com*), designer, New Business, West Division, Maple Grove, Minn., retired Sept. 6, 2011. He worked for Xcel Energy for 34 years.

Filiberto Medina

(*phil.medina@comcast.net*), senior service fitter, Gas Operations, Pueblo Service Center, Pueblo, Colo., retired Aug. 31, 2011. He worked for Xcel Energy for 38 years.

Kathleen T. Reid

(*KReid52@Q.com*), collections agency specialist, Credit Support, 1800 Larimer, Denver, Colo., retired Sept. 6, 2011. She worked for Xcel Energy for 33 years.

Phillip D. Ryman

(*Phil4641@earthlink.Net*), designer, Denver Metro Engineering, Lipan Distribution Center, Denver, Colo., retired July 22, 2011. He worked for Xcel Energy for 47 years.

Allen Turner

(*al_tu@hotmail.com*), mechanic specialist, Energy Supply, Cherokee Station, Denver, Colo., retired Sept. 9, 2011. He worked for Xcel Energy for 30 years.

Jack A. York

(*Yorkja@suddenlink.Net*), technician, Plant Controls, Harrington Generating Station, Amarillo, Texas, retired Aug. 31, 2011. He worked for Xcel Energy for more than 33 years.

CONTINUING EDUCATION

Linda Sue Baker

scheduler, Substation Construction, Materials Distribution Center, Henderson, Colo., bachelor of science degree in Business Administration, emphasis in Project Management, Summa Cum Laude, from Capella University, June 30, 2011.

Leroy McClelland

journeyman plant attendant, Wilmarth RDF Plant, Mankato, Minn., associate degree in Applied Science in Occupational Safety Management, from South Central College, Dec. 15, 2010.

NEW BRIEF

Xcel Energy honored with 'Utility Excellence' award

The American Carbon Registry (ACR) has honored Xcel Energy with its ACR Utility Excellence award for outstanding achievements in reducing emissions. The ACR awards are based on the organization's guiding principles of excellence, innovation and quality.

In presenting the award, ACR noted the following:

Xcel Energy has made a public commitment to reducing CO₂ emissions 20 percent below 2005 levels by 2020 and has already reduced 11 percent – approximately 26 million tons – cumulatively since 2003.

The company has been the nation's No. 1 one wind energy provider for the past six years, is ranked fifth among U.S. utilities for solar capacity, and boasts the largest U.S. voluntary green energy program by customer participation.

Xcel Energy is one of only 10 S&P 500 companies listed in the Carbon Disclosure Project's leadership indexes for progress in reducing greenhouse gas emissions and excellence in reporting.

Other winners this year included Nike and Finite Carbon Corp.

The nonprofit American Carbon Registry is a leading carbon-offset program, recognized for its strong standards for environmental integrity. Founded in 1996 as the Greenhouse Gas (GHG) Registry by Environmental Resources Trust, ACR has 15 years of experience in the development of science-based carbon-offset standards and methodologies.



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Design: Steve Berry



The future of energy looks bright, efficient and renewable.

There are lots of ways to use energy today with an eye toward tomorrow. Turning down thermostats. Sealing up leaky windows and doors. And using clean, renewable wind energy by signing up for Xcel Energy's Windsource®.

Find more energy ideas at ResponsibleByNature.com.



Windsorce® not available in all states. Please see ResponsibleByNature.com for details.

