



**DATE:** May 23, 2005  
**TO:** All Transmission Customers  
**FROM:** Xcel Energy Transmission  
**SUBJECT:** New procedure & link for asking transmission related questions

Xcel Energy has developed a new electronic tool for transmission customers of Northern States Power Company, Northern States Power Company – Wisconsin, Public Service Company of Colorado, and Southwestern Public Service Company for use in asking questions and/or requesting information from their transmission provider. The purpose is to provide Transmission Customers contemporaneous access to the requested information pursuant to FERC Order No. 2004 (18 CFR Part 358.5 (b)(1-6)) and also expedite the process for transmission customers who need information. We believe this procedure will facilitate information transparency and comparability consistent with FERC rules and policies.

Xcel Energy Transmission encourages the use of this new procedure. However, please continue to call your regular transmission customer service representative, as in the past, for questions about your existing transmission service, including billing issues and existing interconnection facility operation and maintenance coordination.

Beginning May 23, 2005, you will have access to a link located on each company's Standards of Conduct web page. Each company's Standard of Conduct web page may be accessed by going to <http://www.rmao.com/xfpp/>. The link, titled "Transmission Customer Questions and Answers", will open a window to the following three links:

- (1) link to enable questions be emailed to the transmission group. (You may also directly email your questions to: XMCustomerQA@xcelenergy.com)
- (2) link to the log of questions and answers
- (3) link to files for longer answers to questions

Your question will be publicly logged and posted on the same Standards of Conduct web page, typically within 2 business days. Once the question is posted on the web site, the Xcel Energy Transmission group will review and develop a response to your question. The response will be posted in the Q&A log, next to your original question.

Please note: The question you submit here will be posted publicly, as well as the answer. Please make sure you consider this before submitting your question. Xcel Energy Transmission reserves the right to refuse to answer individual questions, and will post such a response. For example, the Company will not provide answers that would disclose customer-specific information or Critical Energy Infrastructure Information.