

BOULDER COUNTY WILDFIRE RESOURCES FOR XCEL ENERGY CUSTOMERS

INFORMATION SHEET
COLORADO



For Xcel Energy residential and commercial customers who have suffered a property loss in the Boulder County wildfires, please see the information below. We are here to help you through this devastating time and will be communicating with you more in the days ahead. To assist customers with property loss, we have created the **Xcel Energy Community Recovery Line**, which can be reached at **866-672-3834**. Your call will be treated with high priority and be directed immediately to a representative.

Next steps with your service and your account

- If your property is a total loss, we are in the process of stopping service on your behalf within the next few days. You do not need to go through our normal process to stop service for your account. We will reach out to you in an email with next steps.
- Similarly, we will stop billing for customers who have lost their properties. Please note, there may be instances where we are not aware a property has been destroyed, so you may need to notify us about your property loss. We will reach out directly to all customers for whom we have stopped billing.
- For properties that have been lost, we will retroactively make the final effective day of service **December 29, 2021**. You can call us to resume service at a rebuilt property or a new address if it is in our service territory. Please note that if your bill was already mailed for service past that date, you will receive an adjusted final bill that reflects the December 29 date.
- If your residential or commercial property was destroyed in the Marshall Fire, we have placed a hold on your account for at least 30 days to ensure the account is not considered past due. Once the 30 days have passed, no new charges will be applied to your account unless you have opened service at a new property or rebuilt. When you are ready to begin new service, charges would only be for your new service.
- Any deposits we've received will be refunded to the account. If a credit balance is created, we will mail a check to you. For situations where a customer has no forwarding address, we will work with them one-on-one to find a solution.
- If you are an average bill customer (also known as Budget or Average Bill), you will receive a final bill for service **effective December 29, 2021** that includes any of the true-up charges. You may re-enroll in the program at a new property or if you rebuild.
- If you receive paper bills in the mail and have questions about forwarding your bill to a new address, we will reach out to you to address your situation in an email with steps you can take. For customers who do not have email addresses on file, we can arrange phone calls.
- If you are moving into temporary housing, you can set up service as a new customer by calling the Xcel Energy Community Recovery Line at **866-672-3834**.

Other Community Resources

- **United Way 211:** Visit 211colorado.org or dial 211
- **Boulder Office of Emergency Management:** Visit boulderoem.com
- **Community Foundation Boulder County:** Visit commfound.org
- **Horse Evacuation Boulder Fort Collins Fire:** Visit facebook.com/groups/1850883771730463/?ref=share
- **Boulder County Fire Lost and Found Pets:** Visit facebook.com/groups/bouldercountyfirelostfoundpets



Contact Us

We know everyone's situation is unique, and we are here to help in this extremely challenging time. If you have other questions about your Xcel Energy account, please call the Xcel Energy Community Recovery Line at **866-672-3834**.