



September 15, 2017

Dear (Personalize by Builder):

Over the past few weeks we watched – along with the rest of the country – as devastating hurricanes ripped through Texas and Florida leaving millions without power.

As a utility, when disasters such as these strike, we take pride in being able to answer the call for help from our fellow utilities to restore power to their customers. That's why we've sent employees and contractors to Florida in the wake of hurricane Irma to help restore power to critical infrastructure, turn the lights back on and bring back a sense of normalcy to our fellow Americans. We know when we are in a similar situation they will answer our call for assistance as well.

Unfortunately, these natural disasters impact everyone across the country in big and small ways. For us, that means we will not be fully staffed and we may need to make adjustments to our work schedules. Of course our goal is to install your facilities on time to keep your project(s) on schedule. We hope you will understand if we have a slight delay as our crews respond to this national call for aid.

Currently we do not see an immediate impact on our ability to receive supplies to complete your project(s). However, as Texas and Florida begin to rebuild in earnest, we will continue to monitor the availability of materials to ensure there are no long-term impacts in our ability to serve you.

We value you as a customer, appreciate your business and look forward to continuing to provide you with safe, reliable service.

Sincerely,

A handwritten signature in black ink that reads 'Gregory Bennett'.

Greg Bennett
Regional Vice President
Distribution Operations – Colorado
Xcel Energy