

# The Community-owned Advantage: Customers Have Local Control, Reliable Service, Low Rates

Colorado Springs Utilities is one of approximately 2,000 community-owned electric utilities in the United States, including large cities such as Omaha, Austin, San Antonio, Jacksonville, Sacramento and Seattle. This chart compares Colorado Springs Utilities, the state's largest community owned utility, to Xcel Energy, the largest for-profit utility in Colorado.

	✓ Advantage			
	Colorado Springs Utilities		Xcel Energy Colorado	
Citizen-ownership - Reinvestment in the local community	non-profit owned by citizens of Colorado Springs	✓		Corporation with profits going to stockholders
Governing body - Accountable to the people	Citizen-elected City Council/ Utilities Board	✓		Self-governed Shareholder board of directors
Accessibility - Decisions are made locally	Downtown Colorado Springs	✓		Headquarters in Minneapolis
Rate Changes - Customer rates are set locally	Colorado Springs, Citizen-elected City Council	✓		Denver, Governor-appointed Public Utilities Commission
Call center location - Customer service employees are local	Colorado Springs	✓		Minneapolis, MN; Eau Claire, WI; or Amarillo, TX
Reliable service - Average electric outage time per customer per year	44.06 minutes	✓		88.31 minutes
Percent of energy from renewable sources by 2020	10% state mandate for municipal utility 20% Board-directed goal		✓	30% state mandate for investor-owned utility
Renewable energy bill cap (maximum that customers will pay for qualifying renewables)	1% of the electric bill	✓		2% of the electric bill
Electric residential customer satisfaction, national ranking out of 137 utilities.	22nd	✓		79th
Electric business customer satisfaction, national ranking out of 88 utilities. (J.D. Power and Associates syndicated national study)	5 <sup>th</sup>	✓		55th
Transparency - Subject to open meeting laws and CO Open Records Act	Yes	✓		No
Strong financial position and stability – credit rating	S&P: AA Moody's: Aa2 Fitch Ratings: AA	✓		S&P: A- Moody's: A3 Fitch Ratings: BBB+
Employee volunteering – supporting the community, hours per year	Average of 8 hours per employee (all unpaid)	✓		Average of 10 hours per employee (up to 40 volunteer hours per employee is paid)
Typical residential electric bill: 700 kWh per month, as of 1/1/2017	\$88.55		✓	\$86.67
Typical small commercial electric bill: 2,000 kWh per month, as of 1/1/2017	\$187.43	✓		\$221.23
Typical large commercial electric bill: 45,000 kWh per month, as of 1/1/2017	\$3,974.12	✓		\$4,499.65
Typical industrial electric bill: 1.9 million kWh per month, as of 1/1/2017	\$110,107.34	✓		\$124,652.67
Typical residential natural gas bill: 60 CCF/mo., as of 2/1/2017	\$37.61	✓		\$40.96
Typical small commercial natural gas bill: 1,240 CCF/mo., as of 1/1/2017	\$481.51	✓		\$599.91

Based on latest available data. Bill amounts include franchise fees for all customers and applicable sales tax for residential customers and are based on the average of July 2016 and January 2017 rates. All Xcel data is based on Xcel Colorado/PSCo.

