



Residential EV Subscription Service Pilot Customer Service Agreement

Xcel Energy is excited to offer the Residential Electric Vehicle Subscription Service Pilot (“Pilot”) to its Minnesota residential rate electric customers.

As part of the Pilot, Xcel Energy will offer participant customers (individually, “Participant” or, collectively, “Participants”) installation of Electric Vehicle Supply Equipment (“EVSE”) and enrollment in the Subscription Service. The Pilot is described in further detail in the General Rules and Regulations and/or in the Rate Schedules of Xcel Energy’s Electric Rate Book for Participant’s specific service, as they now exist or may hereafter be changed, on file with the Minnesota Public Utilities Commission. Unless otherwise defined in this Residential EV Subscription Service Pilot Customer Service Agreement (the “Agreement”), the definitions, terms, and conditions set forth in the Electric Vehicle Subscription Service Pilot, General Rules and Regulations and Rate Schedules are applicable to this Agreement, summarized in the following chart, as fully set forth herein.

EV Subscription Service Pilot Offerings

Rate Options for Residential Customers with Electric Vehicles Assuming 340 kWh per month and 100% of charging is off-peak

Proposed Rate Options	Customer Charge	Monthly Bill for Home EV Charging
EV Subscription Service with Prepay Charger	Incl. in Subscription (\$6.68)	\$32.76
EV Subscription Service with Bundled Charger	Incl. in Subscription (\$16.48)	\$42.61
EV Subscription Service with Prepay Charger & Windsource®	Incl. in Subscription (\$6.68)	\$35.28
EV Subscription Service with Bundled Charger & Windsource®	Incl. in Subscription (\$16.48)	\$45.13

In order to enroll in the Pilot, please review these terms and indicate your understanding and agreement below by selecting the appropriate check box on the Program enrollment page at [link to be generated at xcelenergy.com]. Xcel Energy will notify the Participant (a) that Participant’s eligible EVSE has been installed, and (b) Xcel Energy and the EVSE vendor have

confirmed that the EVSE is operational and activated, by e-mail (the date of the e-mail will be the “Activation Date”).

Definitions

“Electric Vehicle” means a motor vehicle that (1) meets the definition in Section 169.011, subdivision 26a of Minnesota law and is able to be powered by an electric motor drawing current from rechargeable storage batteries, fuels cells, or other portable sources of electric current, (2) meets or exceeds applicable regulations in Code of Federal Regulations, title 49, part 571, and (3) is capable of charging with a SAE J1772 connector. Electric vehicles include neighborhood electric vehicles, medium-speed electric vehicles, and plug-in hybrid electric vehicles.

“Electric Vehicle Supply Equipment” or “EVSE” means the installed device used to deliver electricity from the Premises Wiring to the Electric Vehicle, meeting Standard J1772 of the Society of Automotive Engineers International and listed under applicable UL Standards and requirements or equivalent listing by a nationally recognized testing laboratory. This device includes the ungrounded, grounded, and equipment grounding conductors, the Electric Vehicle connectors, attachment plugs, and all other fittings, devices, power outlets or apparatuses associated with the installed device, but does not include Premises Wiring.

“Party” or “Parties” means either Xcel Energy or Participant, individually, or both Xcel Energy and Participant, collectively.

“Premises Wiring” means a dedicated 208/240V AC circuit that supplies electricity directly to the installed Electric Vehicle Supply Equipment. This includes the protective breaker at the supply panel, wiring, final junction box, receptacle and all attachments and connections. The Participant retains ownership and is wholly responsible for the Premises Wiring, including that it meets all workmanship standards and applicable requirements in the National Electric Code, Minnesota law and Administrative Rules, and local municipal codes.

“Site” means the enclosed garage or other area approved by Xcel Energy on single-family home property, (defined as a detached single home, townhome/rowhouse, or duplex) owned by Participant

1. Eligibility and Availability

To be eligible to participate in the EV Subscription Service Pilot, Participants must:

- have an active Xcel Energy service account in Minnesota with no past due bills;
- live in a single-family home, defined as a detached single family home, townhome/row house, or duplex;
- represent that the Site is owned by Participant, is located within Xcel Energy’s Minnesota regulated electrical service territory, and corresponds with a Xcel Energy residential electrical account on which the EVSE will be installed;
- complete Xcel Energy-approved documentation verifying possession, through ownership or lease, of an Electric Vehicle;

- have an approved EVSE installed by Xcel Energy, or an authorized third-party independent contractor on Xcel Energy's behalf, for the exclusive use of tracking the energy used to charge an Electric Vehicle;
- have wireless internet ("Wi-Fi") service at Site;
- not be on current Residential EV Service Rate (RATE CODE A08); if Participant is already enrolled, they must unenroll for the duration of their participation on the new EV Subscription Service Pilot;
- not participate in the Residential Time of Day Service Rate (RATE CODE A02, A04); if Participant is already enrolled, they must unenroll for the duration of their participation on the new EV Subscription Service Pilot;
- not participate in the Residential EV Service Pilot (RATE CODE A80, A81);
- not participate in the Time of Use Rate Design Pilot Program; if Participant is already enrolled, they must unenroll for the duration of their participation on the new EV Subscription Service Pilot; and
- not participate in the Company's Net Metering tariffs.

2. EVSE Installation, Maintenance, and Title

- 2.1 Xcel Energy, through its network of authorized third-party independent contractors and at its expense, shall provide, install, maintain, repair or replace (collectively the "Work") the EVSE on the Site. The EVSE shall include a vehicle charging station and associated cords, electrical lines, wires, conduit, cables and equipment. Xcel Energy shall provide electric utility services to Participant, and Participant shall pay for such service consistent with the applicable electric utility tariff in force and effect. Xcel Energy, in Xcel Energy's sole discretion, shall have the right to repair, modify, or replace the EVSE at any time during the Term of this Agreement.
- 2.2 Upon completion of installation and at all times during the Term of this Agreement, ownership of and title to the EVSE shall remain with Xcel Energy. Participant shall ensure that any EVSE shall not be subject to any lien, security interest or other claim asserted by any creditor of Participant, and any sale of the Site by Participant shall not include the EVSE.
- 2.3 Participant shall maintain the connection between the EVSE and an Internet Service Provider via Wi-Fi connection for the operation of the EVSE under this Agreement. Failure to do so may result in a higher electric bill as the EVSE consumption may not be subtracted from the home's electric use. Xcel Energy will make a reasonable attempt to notify the Participant if the EVSE is not reporting electricity consumption, but it is up to the Participant to maintain the Wi-Fi connection.

3. Participant's EVSE Obligations and Duties

Throughout the Term of this Agreement:

- 3.1 Participant shall grant to Xcel Energy such access to the Site and sufficient space for locating the EVSE at the Site as may be deemed necessary or desirable by Xcel Energy for the Work. Installations must conform to the Company's specifications.
- 3.2 Unless and until the EVSE is deemed non-functional (in Xcel Energy's sole discretion), Participant hereby consents to and shall permit both Xcel Energy and any underlying EVSE manufacturer, vendor or subcontractor to the underlying manufacturer or vendor to access, collect and share with their respective parent, affiliates, subsidiaries and subcontractors all data from the EVSE with respect to vehicle charging activity, vehicle usage and technical performance (the "Data") of the vehicle and EVSE. Xcel Energy shall comply with all federal, state, and local laws, as applicable, in the access, collection, and sharing of the Data. In the event the EVSE fails to operate or otherwise requires repair, Participant shall promptly notify Xcel Energy.
- 3.3 Participant, Xcel Energy and its authorized EVSE manufacturers, vendors, and subcontractors shall comply with all applicable rules and regulations of federal, state or city regulatory agencies relating to the Work and operation of the EVSE, including environmental requirements associated therewith.
- 3.4 Participant shall maintain the area surrounding the EVSE and will promptly notify Xcel Energy of any problems related to the EVSE that Participant becomes aware of. Such maintenance includes, but is not limited to, pavement maintenance, pruning of vegetation, and snow removal. For avoidance of doubt, Participant is not responsible for the ongoing maintenance of the EVSE, itself.
- 3.5 Participant agrees to remedy minor issues that do not require qualified technicians to address, such as resetting infrequently tripped circuit breakers.
- 3.6 Participant agrees to provide access and assistance to facilitate random EVSE testing, if selected. Such cooperation may include, but not be limited to, periodic inspection of the EVSE and the addition of monitoring hardware or software at Xcel Energy's expense.
- 3.7 Participant agrees to limit usage of the EVSE to charging a single Electric Vehicle.
- 3.8 Participant agrees to participate in surveys and provide feedback about the Program as well as cooperate with Xcel Energy in fulfilling Xcel Energy's reporting requirements to any federal, state or local regulatory or governing entities.
- 3.9 Participant consents to receive communications from Xcel Energy relating to the Program in electronic form sent to Participant's email address.
- 3.10 If Participant, having opted into the Electric Vehicle Subscription Service Pilot Bundled Service, fails to meet any of its obligations under this Agreement, Xcel Energy

may remove the EVSE. If Participant, having opted into the Electric Vehicle Subscription Service Pilot with Pre-pay Option, fails to meet any of its obligations under this Agreement, Xcel Energy may transfer ownership of the EVSE to the Participant at no cost and move Participant back to a previous rate.

4. Pilot Term, Withdrawal, and Termination

- 4.1 This Agreement shall be effective as of the Enrollment Date by both Parties. The Term shall commence on the date when the EVSE is installed and Xcel Energy and the EVSE vendor have confirmed that the EVSE is operational. The Agreement shall continue for two (2) years (the “Term”) unless sooner terminated or extended by written agreement between the Parties.
- 4.2 All fees, rates, and charges applicable to Participant shall be assessed as provided in the General Rules and Regulations and/or in the Rate Schedules of Xcel Energy’s Electric Rate Book for Participant’s specific service, as they now exist or may hereafter be changed, on file with the Commission. All fees, rates and charges assessed by Xcel Energy under this Agreement shall be set forth on the retail electric bill of the Participant and be billed and collected similar to other retail electric charges.
- 4.3 The service hereunder shall be supplied for Participant’s use as provided in the General Rules and Regulations in the applicable Rate Schedules of Xcel Energy’s Electric Rate Book for Participant’s specific service, as they now exist or may hereafter be changed, on file with the Commission. A Copy of such Rules and Regulations and applicable Rate schedules are available from Xcel Energy. Participant will not assign this Agreement except upon written consent of Xcel Energy.
- 4.4 Activations must be completed by Xcel Energy at least 5 business days prior to the start date of the Participant’s next billing cycle to become effective on that date. If activation is less than 5 days prior, Participants will become effective on the stated date of the Participant’s subsequent billing cycle.
- 4.5 At the end of the Term, Participants who are paying the Bundled Service customer charge will have the following options:
 - Participants can have the EVSE removed at no cost and move back to their previous rate;
 - Participants can purchase the EVSE from the Company for a cost equal to the undepreciated balance of the EVSE pursuant to Section 5 below and either (i) move back to their previous rate or (ii) move to any new EV charging tariff offered by the Company that is compatible with the EVSE already in place and for which the Participant is otherwise eligible;¹ and
 - Participants can have the EVSE replaced or upgraded if the Company offers a new EV Charging tariff involving a different technology for which the Participant is eligible.

Participants who paid for the EVSE upfront and are paying the Pre-Pay option service customer charge will have the following options at the end of the term:

¹ Participants moving to any new EV charging tariff offered by the Company would need to sign a new Customer Agreement.

- Participants can elect to have the Company transfer ownership of the EVSE to the Participant at no cost and either (i) move back to their previous rate or (ii) move to any other EV charging tariff offered by the Company that is compatible with the EVSE already in place and for which the Participant is otherwise eligible; and
 - Participant can have the EVSE replaced or upgraded if the Company offers a new EV Charging tariff involving a different technology for which the Participant is eligible.
- 4.6 If Participant requests termination of the Agreement prior to the expiration of the Term for convenience, then following notification from Participant to Xcel Energy advising Xcel Energy of Participant's intent to withdraw, Xcel Energy or a Xcel Energy third-party independent contractor shall, for Participants who are paying the Bundled Service customer charge, (i) remove and take possession of the EVSE within sixty (60) days of Participant's notification at no cost to Participant, and this Agreement shall be terminated upon such removal, or (ii) the Participant can purchase the EVSE from the Company for a cost equal to the undepreciated balance of the EVSE pursuant to Section 5 below. For Participants who are paying the Pre-Pay Option service customer charge, the Company will transfer ownership of the EVSE to the Participant at no cost within sixty (60) days of Participant's notification, and this Agreement shall be terminated upon that ownership transfer. Xcel Energy or its authorized third-party independent contractor's removal and possession of the EVSE shall not include any removal or possession of Premises Wiring. All such ancillary hardware will be disconnected by Xcel Energy or its authorized third-party independent contractor and left in place at the Site.
- 4.7 If, due to a physical relocation of the Site within Xcel Energy's regulated service territory, Participant requests to relocate the EVSE (but not to terminate the Agreement before the end of the Term), then following at least a sixty (60) days' notification from Participant to Xcel Energy advising Xcel Energy of Participant's relocation request, Participant shall thereafter exclusively utilize Xcel Energy's third-party independent contractor to install an EVSE at the new location at Participant's sole expense. Any removal and/or relocation of the EVSE at the original site shall be determined solely by Xcel Energy, utilizing Xcel Energy's third-party independent contractor. In both cases, this Agreement shall remain in effect for the remainder of the Term. Participant acknowledges that failure to utilize Xcel Energy's third-party independent contractor for EVSE installations or relocations under this Section 4.7 may result in voiding any EVSE warranty and/or maintenance support that may transfer to Participant at the end of the Term.
- 4.8 Xcel Energy, in its sole discretion, may terminate the Agreement prior to the end of the Term, in which case Xcel Energy will provide Participants on the Bundled Service customer charge with sixty (60) days' prior written notice and the option to (i) purchase the EVSE from the Company for a cost equal to the undepreciated balance of the EVSE pursuant to Section 5 below, or (ii) have the EVSE removed at no cost to the Participant within sixty (60) days of termination. For Participants paying the Pre-Pay Option service customer charge, the Company will transfer ownership of the EVSE to the Participant at no cost. Participants may continue using the EVSE after termination, before it is purchased or removed.

5. Taxes on Sale of EVSE

- If Xcel Energy opts to sell the EVSE to Participant at the then undepreciated balance of the EVSE and Participant agrees to purchase the EVSE, then Xcel Energy will deliver to Participant a Bill of Sale for the undepreciated balance of the EVSE. Participant further agrees that, in accordance with federal and state laws in effect at the time of the sale of the EVSE from Xcel Energy to Participant: (i) Participant shall be responsible for and shall pay transfer taxes, either directly to a taxing authority or to Xcel Energy, as required by law, related to the undepreciated balance of the EVSE as stated on the Bill of Sale; and (ii) Xcel Energy agrees to complete a Form W-9, "Request for Taxpayer Identification Number and Certification" in the event of such sale.

6. Title to Equipment and Data

- At all times under this Agreement, where Xcel Energy shall own and maintain title to the EVSE, the Participant shall not make any alterations, changes or modifications to the EVSE without first securing prior written permission from Xcel Energy and/or any applicable underlying manufacturer. All rights, title and interest in the EVSE Data and related information collected from the EVSE shall also immediately vest in Xcel Energy.

Xcel Energy shall therefore have the right to use, copy, and distribute such Data and information as necessary and helpful to evaluate Electric Vehicles and Electric Vehicle supply equipment and for any other Xcel Energy business purpose. To the extent applicable, Xcel Energy shall indemnify and hold harmless the Participant from any and all claims whatsoever for the use and distribution of said Data.

7. Insurance Coverage

- Participant shall have in full force and effect a standard fire and homeowner's insurance policy with amounts sufficient to cover the full replacement cost of the Site. The Parties hereby waive any and all claims and rights of action (by way of subrogation or otherwise) against the other (and against any insurance company insuring the other Party) which may hereafter arise on account of bodily injury or damage to the EVSE or to the Site, resulting from any fire, or other perils or claims of the kind covered by standard fire and homeowner's insurance policies with extended coverage (Causes of Loss Special Form) regardless of whether or not, or in what amounts, such insurance is now or hereafter carried by the Parties or either of them. Participant agrees that Xcel Energy self-insures against any loss or damage which could be covered by a commercial general public liability insurance policy and or a property policy. **Participant shall give written notice of this mutual waiver to each insurance company which issues insurance policies to Participant with respect to the items covered by this waiver, and shall have Participant's insurance policies properly endorsed, if necessary, to prevent the invalidation of any of the coverage provided by such insurance policies by reason of such waiver.**

8. Indemnification

- To the extent permitted by applicable law (but except to the extent waived in Section 10 below), each Party shall indemnify and hold the other Party harmless against any third-party claim of liability or loss from bodily injury (including mental or emotional or death of any person) or property damage (real, personal, tangible or intangible, including without limitation real or personal property of any third party, the EVSE and any associated EVSE hardware) resulting from or arising out of the use of the Site by the Party, its servants or agents, except however, such claims or damages as may be due to or caused by the acts or omissions of the other Party, its servants, or agents.

9. Warranty

- 9.1 Xcel Energy warrants that EVSE work performed by Xcel Energy's network of authorized third-party independent contractors will be free from defects in materials and workmanship during the term of the Agreement.

In the event that any EVSE work performed is found to be defective in either materials or workmanship, Xcel Energy shall repair or replace such defective EVSE or work. The repair or replacement of such defective work is Participant's sole and exclusive remedy under this warranty for any failure of Xcel Energy to comply with Xcel Energy's Warranty Obligations, and Xcel Energy expressly disclaims any and all other warranties including any warranties of merchantability or fitness for a particular purpose, whether expressed or implied. For avoidance of doubt, repair or replacement of non-conformities in the manner and for the period of time provided above shall constitute Xcel Energy's sole liability and Participant's exclusive remedy for failure of Xcel Energy to meet Xcel Energy's warranty obligations, whether any claims of Participant are based in contract, in tort (including negligence or strict liability), or otherwise.

- 9.2 At the end of the term of this Agreement, and should Participant opt to purchase the EVSE from Xcel Energy, then for all EVSE devices (including all associated EVSE cords and internal wiring), the sale will be as-is with no warranties, and Participant assumes sole risk and responsibility for any remaining warranty action (if any).

10. Limits of Liability

- A. Notwithstanding anything herein to the contrary, under no circumstances or legal theory, whether arising in contract, tort, strict liability, warranty, infringement or otherwise, shall either Party be liable to the other Party or any other person or entity for any indirect, consequential, secondary, incidental, special, reliance, exemplary or punitive damages, which includes but is not limited to: i) any property damage (real, personal, tangible or intangible) or personal injury (including mental or emotional distress) arising from or alleged to have arisen under this Agreement; ii) any claims or causes of action that arise or are alleged to have arisen as a result of any required space ventilation not made known in writing to Xcel Energy or Xcel Energy's authorized third-party independent contractor in writing prior to any work; iii) any damages arising or alleged to have arisen from any electrical malfunction or the repair or replacement of such malfunctioning items; or iv) any environmental claims, damage or causes of action.

- B. Under no circumstances will Xcel Energy or any Xcel Energy authorized third-party independent contractor be held liable to Participant or any other person or entity for matters involving the purchase, lease, use, non-use, or devaluation of any Electric Vehicle, plug-in hybrid vehicle or any vehicle of any nature, any EVSE or associated EVSE infrastructure when applicable codes or standards prohibit the installation or use of such vehicle or equipment. Xcel Energy will not pay for any costs incurred or damages sustained by Participant for purchasing any vehicle or equipment or otherwise in reliance upon Xcel Energy being able to provide an EVSE to Participant. Notwithstanding anything set forth in this Agreement to the contrary, under no circumstances shall Xcel Energy's total liability under this Agreement exceed the total cost of the EVSE plus installation costs made by Xcel Energy under this Agreement. This section shall survive the termination of this Agreement.

11. Miscellaneous Provisions

A. Compliance with Laws. Performance under this Agreement is subject to all valid laws and regulations of courts or regulatory bodies having jurisdiction, including compliance with the Americans With Disabilities Act, as amended, if Participant is offering the use of the EVSE to the general public.

B. Assignment. This Agreement shall not be assigned except with the prior written consent of all Parties hereto. The terms and conditions of this Agreement shall bind any permitted successors and assigns of the Parties.

C. Status of Parties. This Agreement shall not be construed as creating a partnership, joint venture, agency relationship, franchise or association, nor shall this Agreement render Xcel Energy and Participant liable as partners, co-venturers or principals. It is agreed that nothing shall operate to change or alter such relationship, except a further agreement in writing between them.

D. Severability. If any term or provision of this Agreement is held illegal or unenforceable by a court with jurisdiction over the Agreement, all other terms in this Agreement will remain in full force and the illegal or unenforceable provision shall be deemed struck. In the event that the stricken provision materially affects the rights, obligations or duties of either Party, Xcel Energy and Participant shall substitute a provision by mutual agreement that preserves the original intent of the Parties as closely as possible under applicable law.

E. Governing Law. This Agreement shall be governed by the laws of the state of Minnesota, except that the Minnesota conflict-of-law provisions shall not be invoked in order to apply the laws of any other state or jurisdiction.

F. Dispute Resolution. If any dispute arises between the Parties regarding issues of interpretation of the Agreement or the services performed pursuant to the Agreement, Participant may call an Xcel Energy representative pursuant to Section 12 below during call center hours Monday-Friday 7 a.m. to 7 p.m. If further follow-up is required, Participant shall provide Xcel Energy with written notice explaining the dispute and associated documentation. Xcel Energy will consider all disputes and respond within fifteen (15) days of receiving notice of a dispute. In the event Participant is dissatisfied

with the resolution of the dispute, Participant has the right to file an informal or formal complaint with the Commission by contacting the Minnesota Public Utilities Commission. Xcel Energy will take no other action to enforce this Agreement until any complaint filed with the Commission is resolved.

G. Public Communication. Participant agrees to cooperate with Xcel Energy in maintaining good community relations. Xcel Energy will issue all public statements, press releases, and similar publicity concerning the EVSE and the Work (including its progress, completion and characteristics). Participant shall not make, or assist anyone to make, any such statements, releases, photographs, or publicity without prior written approval of Xcel Energy.

H. Non-waiver. Xcel Energy's failure to insist on performance of any of the terms and conditions herein or to exercise any right or privilege or Xcel Energy's waiver of any breach hereunder shall not thereafter waive any of Xcel Energy's rights or privileges under this Agreement or at law. Any waiver of any specific breach shall be effective only if given expressly by Xcel Energy in writing.

I. Merger. This Agreement embodies the entire agreement between Xcel Energy and Participant. The Parties shall not be bound by or liable for any statement, writing, representation, promise, inducement or understanding not set forth above. No changes, modifications or amendments of any terms and conditions of this Agreement are valid or binding unless agreed to by the Parties in writing and signed by their authorized agents.

J. Privacy Law. Participant further acknowledges and agrees that Participant is knowingly consenting to and authorizing: i) Xcel Energy to release and share Participant's name, address, telephone number, charging data and any charging or electrical usage patterns concerning the Work with Xcel Energy's authorized third-party independent contractors, in order for the authorized third-party independent contractors to provide the EVSE to Participant; and ii) Xcel Energy's authorized third-party independent contractors to retain all of the aforementioned Participant data (following any transfer of EVSE ownership from Xcel Energy to Participant) for all EVSE warranty and maintenance support obligations only.

K. Survival. The following sections shall survive the expiration or termination of this Agreement: Section 6 (Title To Equipment And Data); Section 7 (Insurance Coverage); Section 8 (Indemnification); Section 9 (Warranty); Section 10 (Limits of Liability); Section 11 (a) (Compliance With Laws) and Section 11 (j) (Privacy Law).

12. Questions

If you have questions regarding these Program terms, please call 1-800-895-4999.

Northern States Power Company
Docket No. E002/M-19-186
Compliance – Attachment A