



**Cell Phone Communication Line Caution**

Public Service Company of Colorado, an Xcel Energy Company  
October 29, 2015

We are hearing of cellular service providers ending support of existing services, with replacement options that are not compatible with our information system. This means that customers who have historically relied upon cellular technology to communicate their measurement must change to other technology when their cellular provider stops supporting service.

We urge gas transportation customers utilizing cell phones as their communication line to contact their cellular service provider to determine how long they will continue supporting existing service at their meter location. This will help customers using this technology to take necessary action to pursue installation of a new compatible communication method to avoid an unexpected phone line outage. As referenced in the October 23<sup>rd</sup> Notice (provided for informational purposes below), compatible communication tips are posted on our transportation website.

Use of a cell phone is not a common method for measurement communications, particularly with smaller loads or in urban areas. Because our records don't identify the communication devices used by our customers at their facilities, customers must review their own records to determine if they will be impacted by these service provider changes. As a side-note, we recommend that all gas transportation customers be alert to notifications received from their phone service provider, as it may contain important information impacting their gas-meter communication service.

The elimination of service by cellular providers has been previously mentioned in various notifications and at our 2015 gas transportation shipper meeting, but it is a simple detail that can be overlooked amid work on other pressing matters. We hope this reminder is helpful for those impacted by this communication method.

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Transportation Communication Compatibility – Reminder  
Public Service Company of Colorado, an Xcel Energy Company  
October 23, 2015

As a reminder to our gas transportation customers, it is important to provide telephone equipment and/or service that is compatible with our phone communications systems to avoid interruption and/or Trip Charges that may occur if we need to manually download usage due to non-receipt of the data signal from your gas meter.

Communication tips have been posted on the Announcement section of our gas transportation website (<http://www1.xcelenergy.com/webbb/html/GasIndex.asp>) to assist your vendor or technical personnel responsible for installing and maintaining your communications equipment to assure you can reliably meet compatibility requirements.

Please be aware, Xcel Energy does not have the capability of collecting gas data via IP address. This means that no third party or outside vendor may have download access to the electronic devices installed for providing the billable gas meter use to PSCo.

If approached by an outside energy solutions company who indicates a wireless device may be purchased from them and data can be sent directly to Xcel Energy, please notify me immediately at [BSOCOLORADO@XCELENERGY.COM](mailto:BSOCOLORADO@XCELENERGY.COM) or 303-571-6366. Xcel Energy equipment is the only equipment that can be used for measurement and billing purposes.

Sincerely,  
Rosann Somma  
Supervisor, Billing Operations