

Safe access

In the event of a natural gas outage and restoration of service, it is important that Xcel Energy personnel have access to our customers' property to protect them and the public. In certain cases we may require first responder assistance to gain such access. In emergency situations, forced entry with law enforcement involvement may be necessary.

Outage response

Xcel Energy may need access to the meter on a customer's property during a natural gas outage to turn off the meter and make the property safe for the restoration process. If the meter is inaccessible, first responder assistance may be necessary to gain access and make the property safe. First responder assistance may also be necessary to gain access if there are signs of gas in the atmosphere, so we can vent the gas and make the environment safe.

Relight response

Gas-lit customer appliances may allow natural gas to fill the property, creating a hazardous situation. Equipment failure may also cause operational or ventilation issues and create a carbon monoxide hazard. If Xcel Energy cannot gain access to a customer's property to relight their furnace's pilot light, the heat will not be turned back on which could lead to frozen pipes. Once a customer's pipes are frozen they are also at risk of water line breakage and flooding.

Customers can contact Xcel Energy at **800.895.2999** for a customer turn-on and relight to ensure the job will be done by someone trained to recognize the hazards involved with the meter turn on, and will use proper procedures to relight appliances. If they suspect a leak, they should leave their home or business immediately and call **911** once they are safely outside.

First responder support in customer property access is vital to assisting in protection of the public and their property.

